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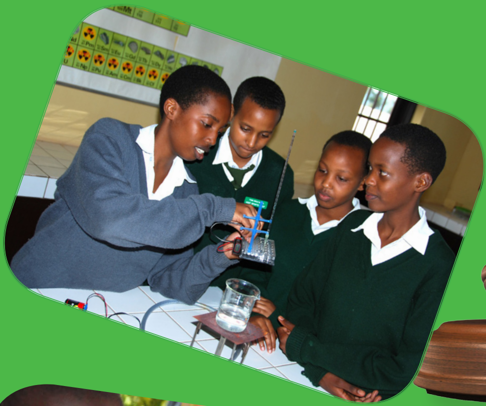

Ishusho y'uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego z'ibanze

INCAMAKE

IKIGO CY'IGIHUGU GISHINZWE IMIYOBORERE (RGB)

SHYAKA Anastase
USENGUMUKIZA Félicien
NSHUTIRAGUMA Espérance

Ukuboza, 2015

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Rwanda Governance Board

Ikigo cy'Igihugu gishinzwe Imiyoborere

Office Rwandais de la Gouvernance

IKIGO CY'IGIHUGU GISHINZWE IMIYOBORERE (RGB)

ISHUSHO Y'UKO ABATURAGE BABONA IMIYOBORERE N'IMITANGIRE YA SERIVISI MU NZEGO Z'IBANZE

INCAMAKE

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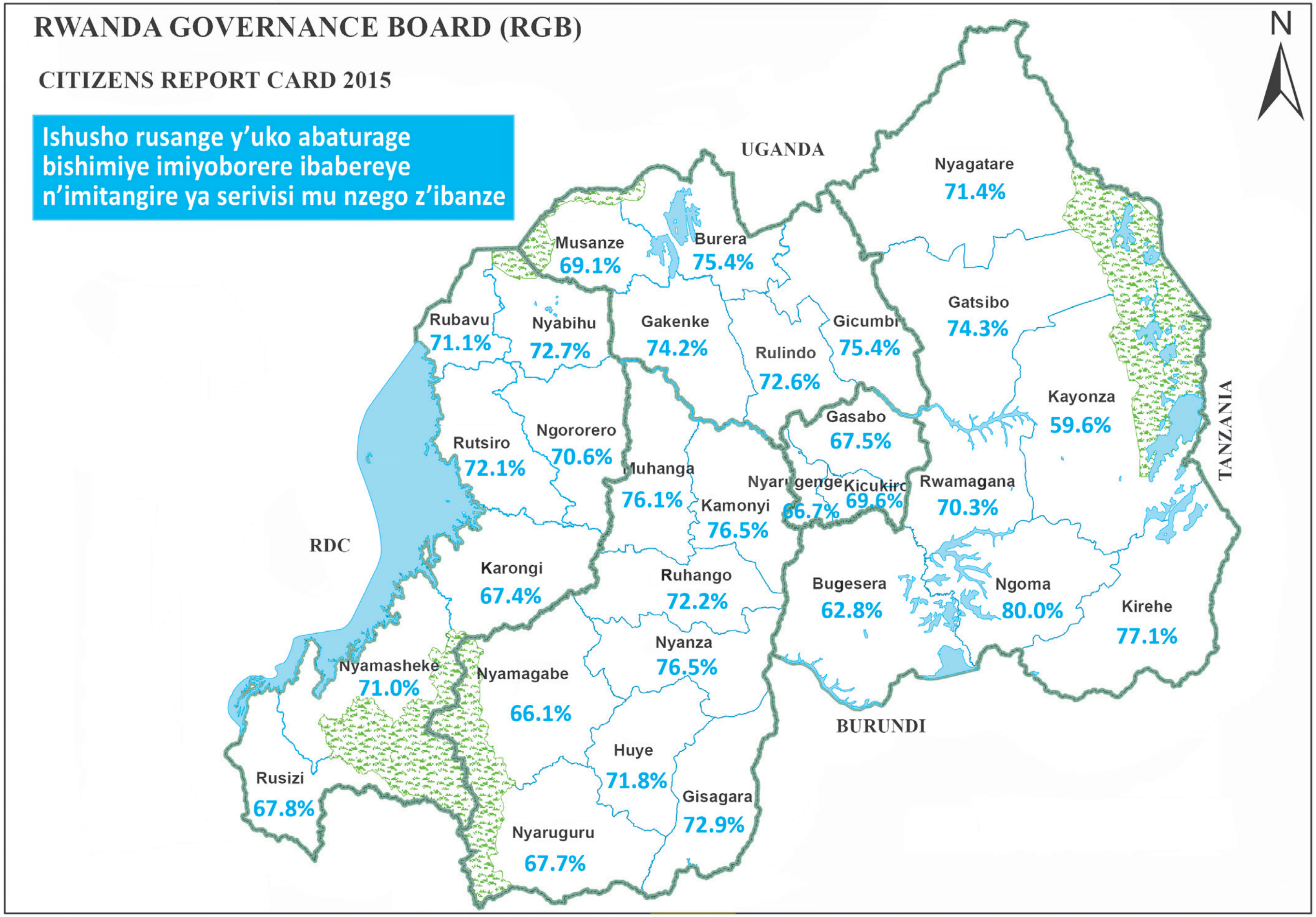
December, 2015

AMANOTA Y'UTURERE MU MIYOBORERE IBEREYE ABATURAGE N'IMITANGIRE YA SERIVISI (CRC 2015)



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IRIBURIRO

Isuzuma ry'uko abaturage babona imiyoborere ibabereye n'imitangire ya serivisi mu nzego zibegereye "Citizen Report Card /CRC" ni igikorwa gitegurwa kikanashyirwa mu bikorwa n'Ikigo cy'Igihugu Gishinzwe Imiyoborere (RGB) hagamijwe guteza imbere imiyoborere iha ijambo umuturage kandi imuteza imbere. Tukaba tunejejwe no kubagezaho incamake y'ibyavuye muri iri suzuma ryakozwe mu mwaka wa 2015.

CRC ni igipimo cy'uko abaturage bishimiye serivisi bahabwa ndetse n'uko bishimiye uko bayobowe. Iri suzuma rigamije kugaragaza isura nyayo y'uko inzego z'ibanze zihagaze mu mitangire ya serivisi no mu mikorere yazo hashingiwe ku byifuzo by'abaturage

Ubu bushakashatsi bwakorewe mu ngo zigeze ku bihumbi cumi na kimwe na cumi n'eshatu (11,013) mu turere twose uko ari 30, imirenge 326, imidugudu 733. Habajijwe abakuru b'ingo cyangwa abandi baba mu rugo bafite hejuru y'imyaka cumi n'umunani, nyuma hakorwa ibiganiro mu matsinda y'abagize JADF (abafatanyabikorwa mu iterambere) n'abakuru ba serivisi zakoreweho ubushakashatsi hagamijwe kurebera hamwe uko ibitanoze byanozwa.

U Rwanda rwahisemo kwimakaza imiyoborere ishingiye ku muturage. Ni muri urwo rwego isuzuma rikorwa n'abaturage binyuze muri CRC ritanga amanota 10% y'imihigo y'uturere. Gukoresha amanota y'iri suzuma bituma abayobozi b'inzego z'ibanze bakurikiza inama bahabwa bikazana impinduka nziza ku muturage.

Muri rusange habayeho impinduka igaragara mu mitangire ya serivisi n'imikorerere y'inzego z'ibanze kuva aho CRC itangiye gukoreshwa mu mihigo. Igipimo kikaba cyaravuye ku mpuzandengo ya 59.8% mu mwaka ushize kikagera kuri 71.1% muri uyu mwaka. Tukaba twongeye gushishikariza inzego za Leta n'abayobozi b'inzego z'ibanze gukoresha ibyavuye muri ubu bushakashatsi mu gushyiraho ingamba zihamye n'umurongo wo kuzishyira mu bikorwa.

Ikigo cy'Igihugu Gishinzwe Imiyoborere kiboneyeho umwanya wo gushimira abagize uruhare muri ubu bushakashatsi. By'umwihariko RGB irashima uruhare rugaragara rw'abaturage, abayobozi b'inzego z'ibanze, inzego z'umutekano, abajyanama, ihuriro ry'abafatanyabikorwa mu iterambere (JADF) ibitekerezo bifatika byatanzwe mu kumurika ibyavuye mu bushakashatsi.

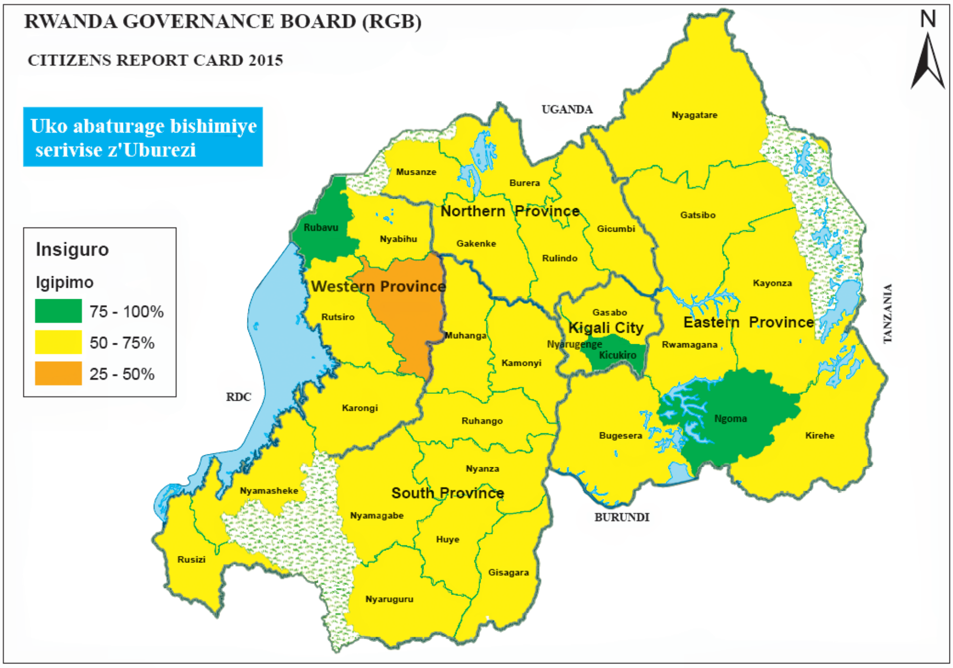
I. SERIVISI Z'UBUREZI

Uburezi ni imwe muri serivisi Leta ishyiramo ingufu ibinyujije muri gahunda zitandukanye nko kwimakaza uburezi bw'ibanze bugera ku myaka 12, gutanga ifunguro ku banyeshuri, kubaka ibigo by'amashuri ifatanyije n'inzego z'ibanze n'abaturage, guteza imbere amashuri y'imyuga n'ibindi. Muri ubu bushakashatsi twarebye uko abaturage bishimiye serivisi zinyuranye zitangwa mu burezi.

1.1 UKO ABATURAGE BISHIMIYE SERIVISI Z'UBUREZI MURI RUSANGE

Ubushakashatsi ku mitangire ya serivisi z'uburezi muri CRC y'umwaka wa 2015 bwerekanye ko muri rusange abaturage bishimiye imi tangire y'iyi serivisi ku gipimo cya 63.4%.

Ishusho 1: Uko abaturage bishimiye serivisi bahabwa mu burezi muri rusange



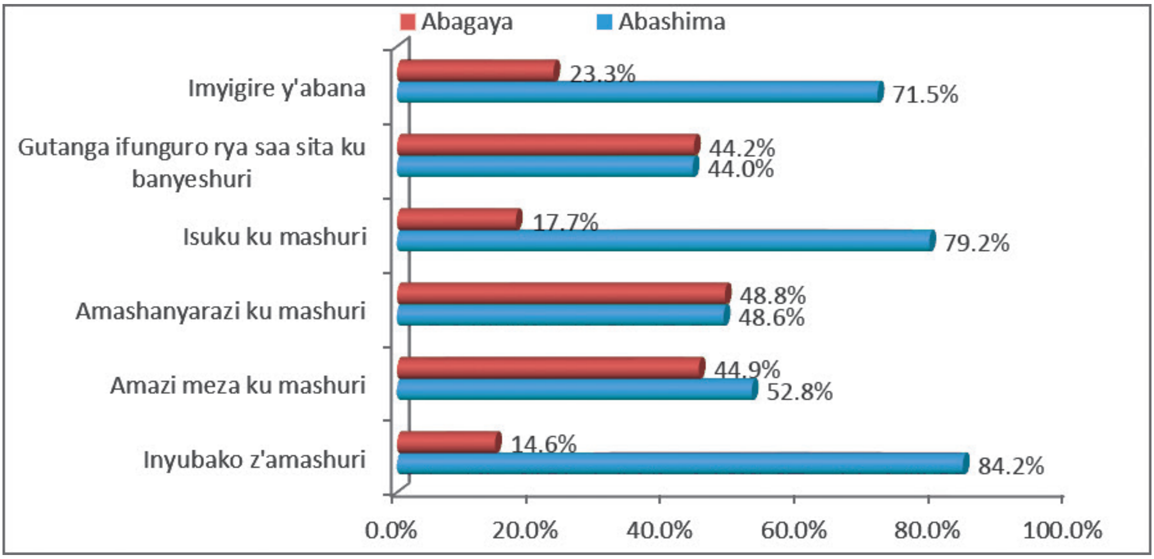
Aho byavuye: Anketi ya RGB, 2015

Nkuko iyi shusho ibigaragaza, Uturere dutatu, Rubavu, Kicukiro na Ngoma nitwo twagaragaje ko abaturage bishimiye serivisi z'uburezi birenze 75%, naho akarere ka Ngororero niko kagaragaje ko abaturage bishimiye servisi z'uburezi munsi ya 50%. Utundi turere twose uko ari makumyabiri na dutandatu (26) abaturage bagaragaje ko bishimiye serivisi bahabwa mu burezi ku gipimo kiri hagati ya 50% na 75%.

1.2 UKO ABATURAGE BASHIMIYE SERIVISI ZITANDUKANYE Z'UBUREZI

Mu burezi, abaturage batanze ibitekerezo ku buryo bishimiye inyubako z'amashuri, amazi meza ku mashuri, amashanyarazi ku mashuri, isuku ku mashuri, gutanga ifunguro rya saa sita ku banyeshuri n'imyigire y'abana. Bavuze kandi ahaba amashuri y'inshuke n'urugendo abana bakora ngo bagere ku ishuri.

Ishusho 2: Uko abaturage bishimiye serivisi zitandukanye z'uburezi



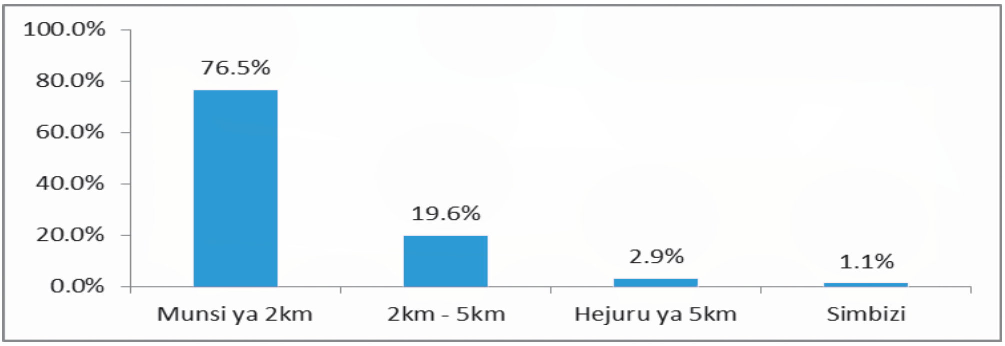
Aho byavuye: Anketi ya RGB, 2015

Abaturage bagaragaza ko bishimiye cyane inyubako z'amashuri (84.2%), isuku ku ishuri (79.2%) n'ireme ry'uburezi (71.5%). Ariko kandi, ishusho iragaragaza ko hari ibibazo mu bikorwa birebana n'amashanyarazi, amazi ndetse n'ifungura rya saa sita ku bana kuko abaturage babyishimiye ku kigero kiri munsi ya 50%. Ibi biragaragaza ko hagikenewe imbaraga mu kwegereza abaturage ibikorwaremezo by'ibanze mu nyubako z'amashuri. Ikindi gikenewe ni ugukomeza gushyira ingufu muri gahunda yo gutanga ifunguro mu mashuri cyane ko byagaragaye ko bifasha abana mu mitsidire.

1.3 KWEGEREZWA AMASHURI

Mu rwego rwo kureba niba abaturage baregerejwe amashuri, harebwe kandi intera iri hagati y'aho batuye n'aho abana babo biga bikaba bigaragazwa n'ishusho ikurikira.

Ishusho 3: Urugendo abana bakora bajya cyangwa bava ku ishuri



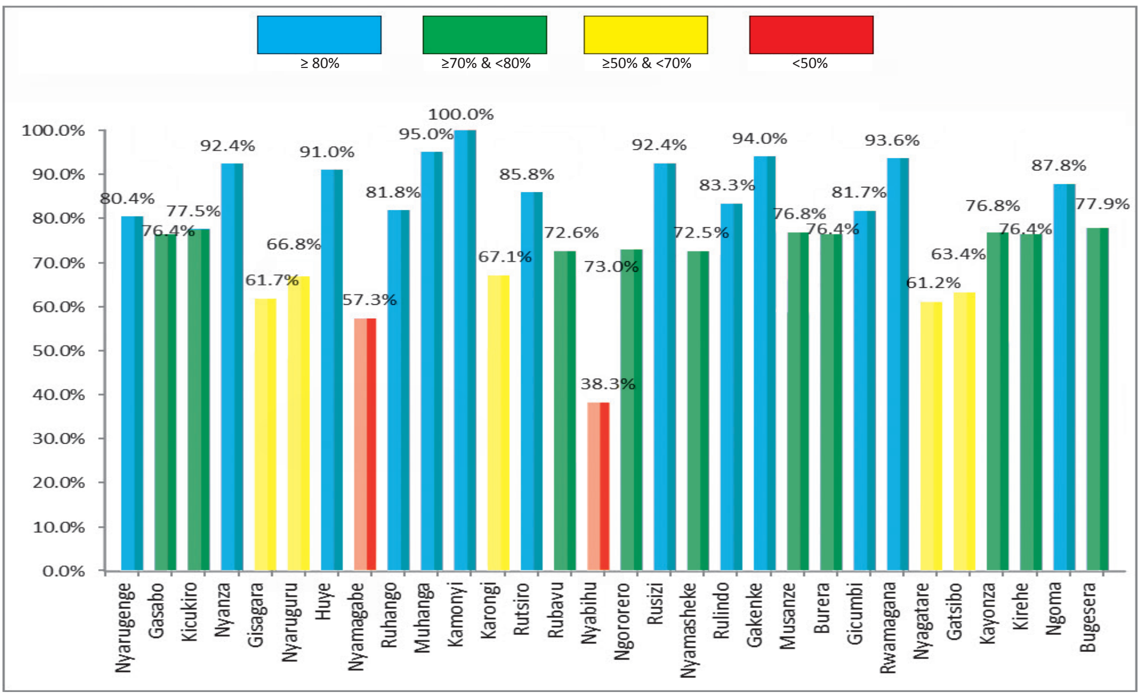
Aho byavuye: Anketi ya RGB, 2015

Nk'uko bigaragazwa n'iyi shusho, hejuru ya ¾ by'abaturage babajijwe (76.5%) bavuze ko abana babo bakora urugendo ruri munsi ya kilometero ebyiri (2km) ngo bagere ku ishuri. Ibi bikerekana ko inyubako z'amashuri zegerejwe abaturage ku buryo abana benshi bakora urugendo rutarenze iminota mirongo itatu (30) ngo bagere ku ishuri.

Kwegereza abaturage amashuri y'incuke

Gahunda y'igihugu irebana n'uburezi iteganya ko uburezi bw'ibanze butangirira mu mashuri y'incuke kugira ngo umunyeshuri azamuke afite ubumenyi buhagije. Muri ubu bushakashatsi twabajije abaturage niba bafite amashuri y'incuke aho batuye.

Ishusho 4: Ahari amashuri y'incuke



Aho byavuye: Anketi ya RGB, 2015

Nk'uko iyi shusho ibigaragaza mu turere cumi n'icyenda (19/30) abagera kuri 75% bavuze ko hari amashuri y'incuke harimo Akarere ka Kamonyi aho bari ku gipimo cy'100%; mu turere cumi na kamwe (11/30) abavuga ko hari amashuri y'incuke bari ku gipimo kiri munsi ya 75% harimo Akarere ka Nyabihu aho abavuga ko hari ishuri ry'incuke bari ku gipimo cya 38.3%.

Ibi biragaragaza ko utu turere dukeneye kugezwamo amashuri y'incuke kugirango bafashe abana babo kuzamukana ireme rihamye. Akarere ka Nyabihu by'umwihariko gakeneye kwitabwaho mu kagezwaho ubushobozi bwo kwegerezwa aya mashuri y'incuke.

1.4 IBIKWIYE KWITABWAHO MURI SERIVISI Z'UBUREZI

Nk'uko byagaragajwe n'ibyavuye mu bushakashatsi 1/3 cy'uturere twose ni ukuvuga uturere 10/30 nibo gusa bishimiye bigaragara (ku kigero cya 75%) serivisi z'uburezi. Hari ibikeneye kwitabwaho kugirango serivisi na gahunda z'uburezi zinozwe harimo:

1. Kugabanya ubucucike mu mashuri abanza n'ayisumbuye;
2. Kongera ibikorwaremezo birimo amazi n'amashanyarazi bitaragezwa ku mashuri;
3. Kuzamura ireme ry'uburezi rigikemangwa;
4. Gutsura imibereho ya mwarimu no kongera amahugurwa ku myigishirize mishya.

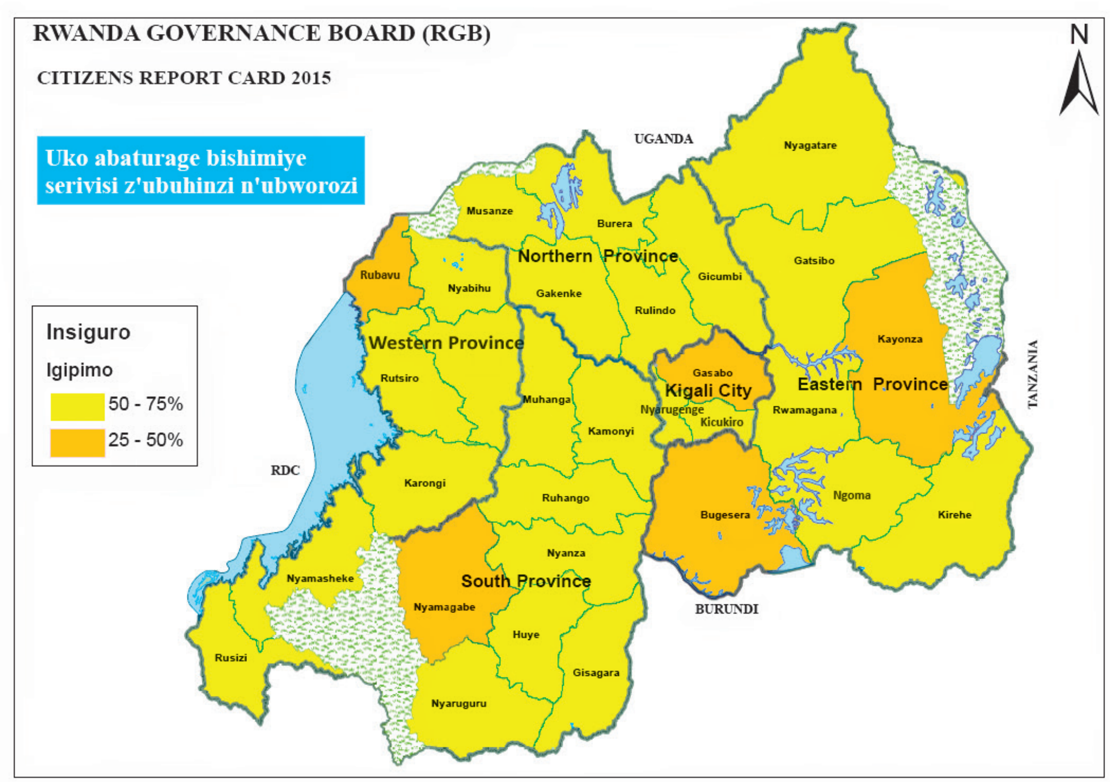
II. SERIVISI Z'UBUHINZI N'UBWOROZI

Ubuhinzi n'ubworozi nirwo rwego rw'umurimo rubarizwamo umubare munini w'Abanyarwanda. Muri ubu bushakashatsi, abaturage bagaragaje uko bishimiye cyangwa se banenga serivisi bahabwa mu buhinzi n'ubworozi.

2.1. UKO ABATURAGE BISHIMIYE SERIVISI Z'UBUHINZI N'UBWOROZI MURI RUSANGE

Ubushakashatsi ku mitangire ya serivisi z'ubuhinzi n'ubworozi muri CRC y'umwaka wa 2015 bwerekanye ko muri rusange abaturage bishimiye imitangire y'iyi serivisi ku gipimo cya 56.4%.

Ishusho 5: Uko abaturage bishimiye serivisi bahabwa mu buhinzi n'ubworozi muri rusange

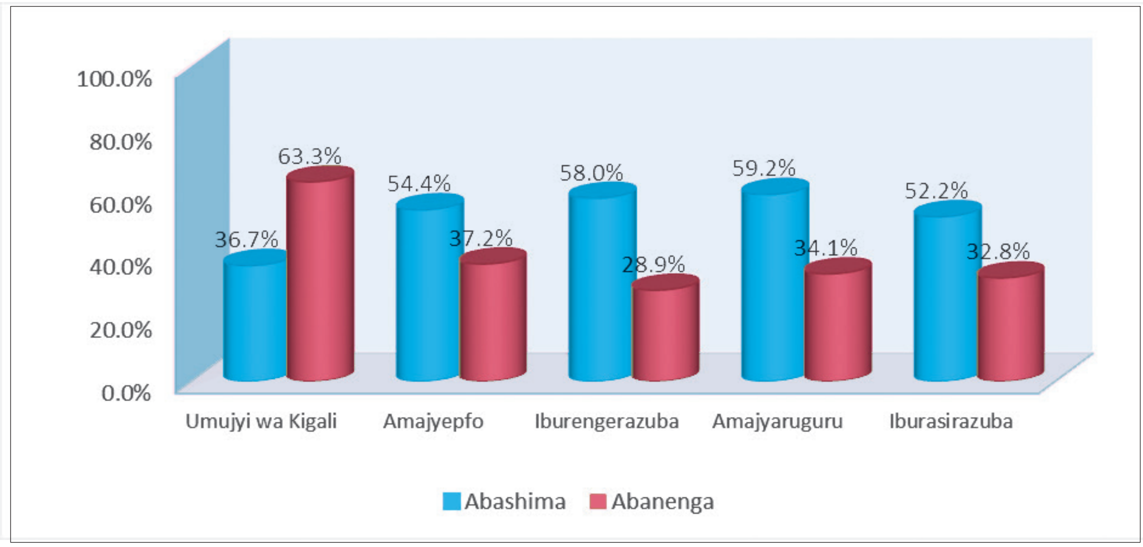


Aho byavuye: Anketi ya RGB, 2015

Nk'uko bigaragara ku ishusho iri haruguru, uturere hafi ya twose (25/30) abaturage bagaragaje ko bishimiye serivisi z'ubuhinzi n'ubworozi ku gipimo kiri hagati ya 50% na 75%, naho uturere dutanu (Kayonza, Bugesera, Gasabo, Nyamagabe na Rubavu) abaturage bagaragaje ko bishimiye serivisi z'ubuhinzi n'ubworozi ku gipimo kiri munsi ya

50%. Nta karere na kamwe abaturage bagaragaje ko bishimye ku kigero kiri hejuru ya 75%. Biragaragara ko serivisi z'ubuhinzi n'ubworozi zikwiye kunozwa cyane cyane ko ari zo abaturage benshi bakenera ugendeye ko umubare munini w'abanyarwanda ari abahinzi borozi. Muri ubu bushakashatsi twifuje kandi kureba uko intara zihagaze muri serivisi z'ubuhinzi n'ubworozi

Ishusho 6: Uko abaturage bishimiye serivisi z'ubuhinzi n'ubworozi hakurikijwe Intara



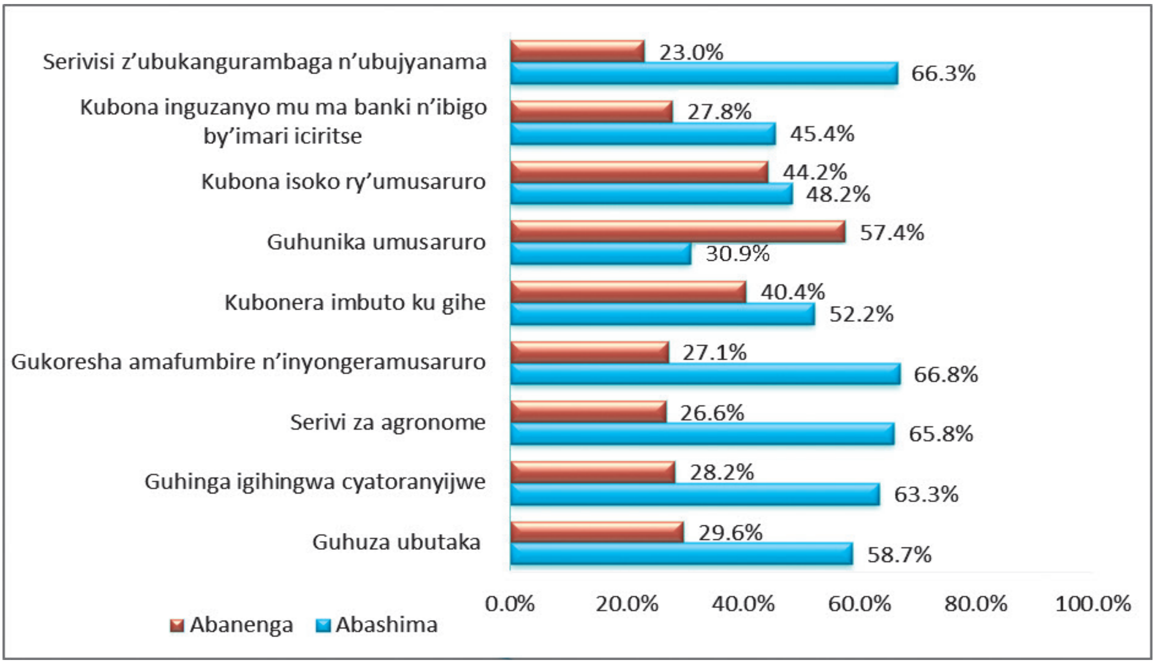
Aho byavuye: Anketi ya RGB, 2015

Ishusho iri haruguru iragaragaza ko serivisi z'ubuhinzi zishimiwe cyane mu ntara y'Amajyaruguru aho abaturage bashima serivisi bahabwa mu buhinzi ku gipimo kingana na 59.2%, bagakurikirwa n'Intara y'Iburengerazuba aho abaturage bishimiye serivisi bahabwa mu buhinzi ku gipimo kingana na 58.0%. Mu mujyi wa Kigali niho abaturage batishimiye serivisi bahabwa mu buhinzi kuko banenga izo serivisi ku gipimo kingana na 63.3%.

2.2. UKO ABATURAGE BISHIMIYE SERIVISI ZITANDUKANYE MU BUHINZI

Muri ubu bushakashatsi, abaturage babajijwe uko bishimiye zimwe muri serivisi bahabwa mu buhinzi harimo gahunda yo guhuza ubutaka, guhinga igihingwa cyatoranyijwe, serivisi za agronome, gukoresha amafumbire n'inyongeramusaruro, kubonera imbuto ku gihe, guhunika umusaruro, kubona isoko ry'umusaruro, kubona inguzanyo mu ma banki n'ibigo by'imari na serivisi z'ubukangurambaga n'ubujyanama. Ishusho ikurikira irerekana uko abaturage bagaragaza uko bishimiye serivisi zivuzwe haruguru

Ishusho 7: Uko abaturage bishimiye serivisi zitandukanye mu buhinzi

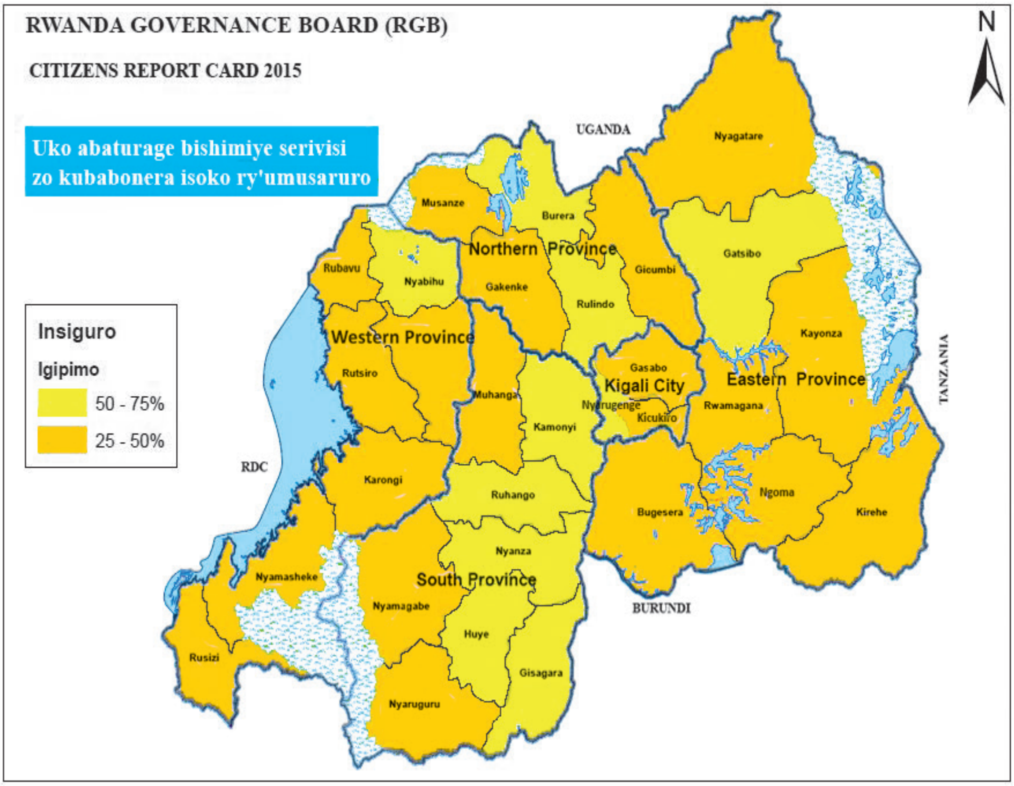


Aho byavuye: Anketi ya RGB, 2015

Abaturage bishimiye cyane gukoresha amafumbire n'inyongeramusaruro ku gipimo cya (66.8%), serivisi z'ubukangurambaga n'ubujyanama ku buhinzi (66.3%), serivisi za agoronome (65.8%), guhinga igihingwa cyatoranijwe (63.3%) no guhuza ubutaka (58.7%). abaturage baranenga serivisi yo guhunika umusaruro ku gipimo cya 57.4%, kubona isoko ry'umusaruro ku gipimo cya 44.2% naho kubonera imbuto ku gihe barabinenga ku kigero cya 40.4% by'abasubije.

Ibi byerekana ko abarebwa na serivisi z'ubuhinzi bagifite byinshi byo gukora kugirango abaturage bagezweho iby'ibanze bibafasha kugera ku musaruro ugaragara. Hari ibyo abaturage batagiramo uruhare nk'imihindukire y'ibihe, ariko bakaba basabwa kumenya guhangana nabyo nko guhinga mu bishanga, kuhira igihe cy'izuba no kurwanya isuri.

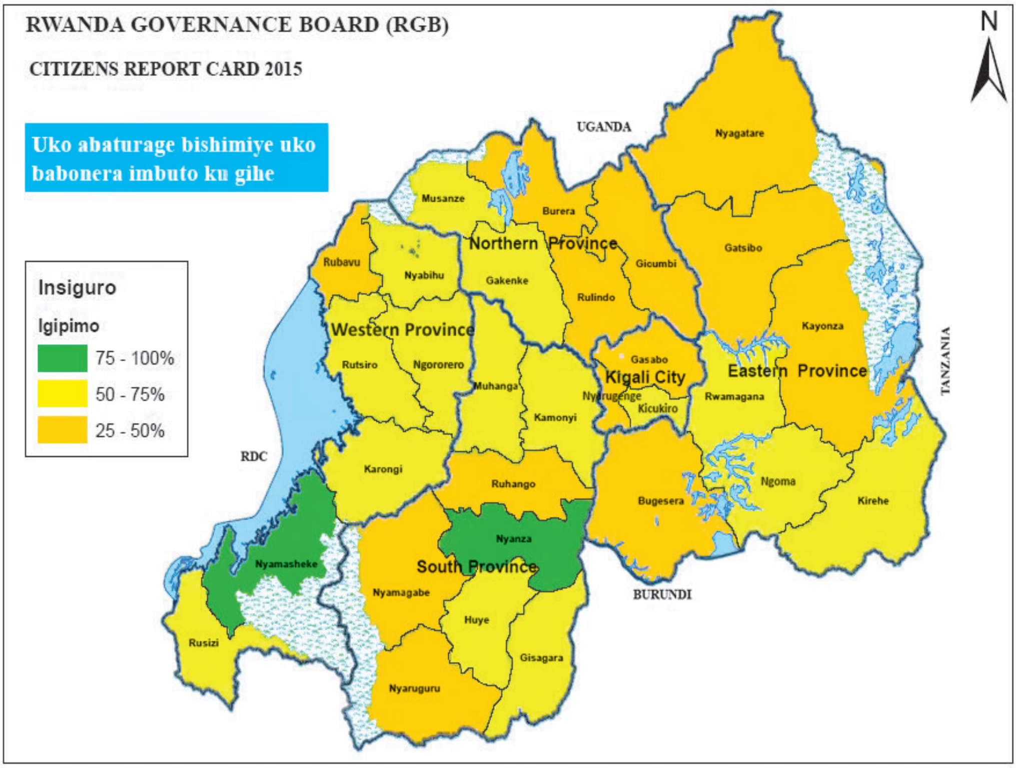
Ishusho 8: Uko abaturage bishimiye kubona isoko ry'umusaruro



Aho byavuye: Anketi ya RGB, 2015

Iyi shusho iragaragaza ko nta karere na kamwe abaturage bishimiye kubona isoko ry'umusaruro ku gipimo kiri hejuru ya 75%. Uturere icumi (10/30) nitwo abaturage bishimiye isoko ry'umusaruro ku gipimo kiri hagati ya 50% na 75% naho udusigaye (20/30) bishimiye isoko ry'umusaruro ku gipimo kirimunsi ya 50%. Turebeye kuri ibi bipimo ntitwabura kuvuga ko hakwiye kugira igikorwa mu gushakira abahinzi isoko ry'umusaruro wabo kuko ari inzitizi ibakomereye.

Ishusho 9 : Uko abaturage bishimiye kubonera imbuto ku gihe



Aho byavuye: Anketi ya RGB, 2015

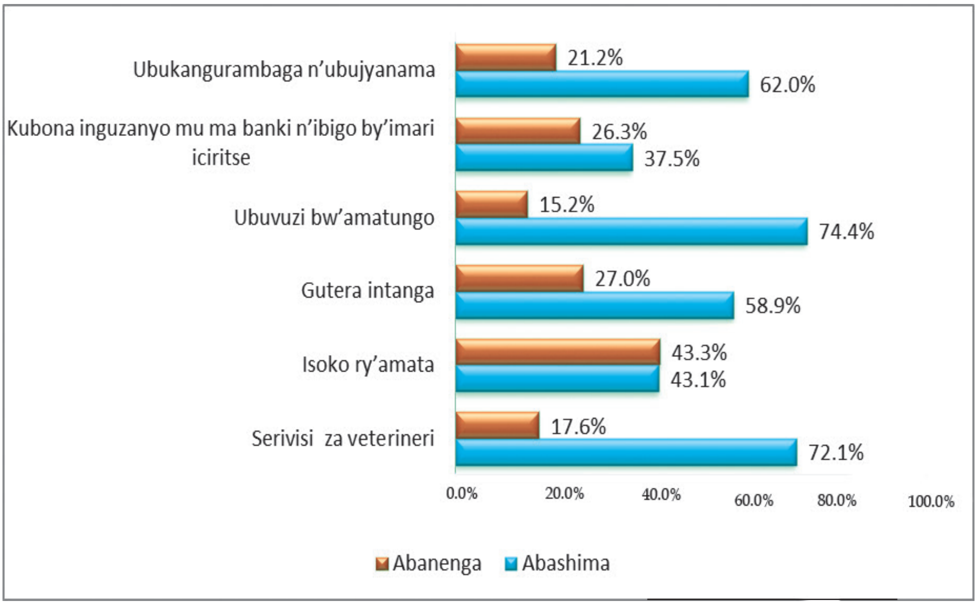
Nk'uko bigaragazwa n'iyi shusho, uturere tubiri aritwo : Nyamasheke na Nyanza nitwo tugaragaramo abaturage bishimiye uko bagezwaho imbuto ku gihe, bikaba biri ku gipimo kiri hejuru ya 75%. Mu turere cumi na dutanu (15), kimwe cya kabiri (1/2) cy'abaturage bishimiye iyi serivisi ku gipimo kiri munsi ya 75%; naho uturere dusigaye uko ari cumi na dutatu (13) abaturage bishimiye iyi serivisi ku kigeri kiri hagati ya 25 na 50%.

Ibi bigaragaza ko hagikenewe gushyira imbaraga mu kugeza ku baturage imbuto, bikozwe ku gihe kugira ngo badacikanywa n'igihe cy'ihinga mu gihe imbuto zabagezeho impitagihe.

2.3. UKO ABATURAGE BISHIMIYE SERIVISI ZITANDUKANYE MU BWOROZI

Muri serivisi z'ubworozi zakozweho ubushakashatsi harimo serivisi za veterineri, isoko ry'amata, gutera intanga, ubuvuzi bw'amatungo, kubona inguzanyo mu ma banki n'ibigo by'imari iciriritse ku borozi ndetse na serivisi z'ubukangurambaga n'ubujyanama mu bworozi. Ubu bushakashatsi bwagaragaje ko abaturage bishimiye serivisi z'ubworozi muri rusange ku rugero rwa 58.0%. Ishusho ikurikira ikaba igaragaza uko abaturage bishimiye izi serivisi.

Ishusho 10: Uko abaturage bishimiye serivisi zitandukanye z'ubworozi

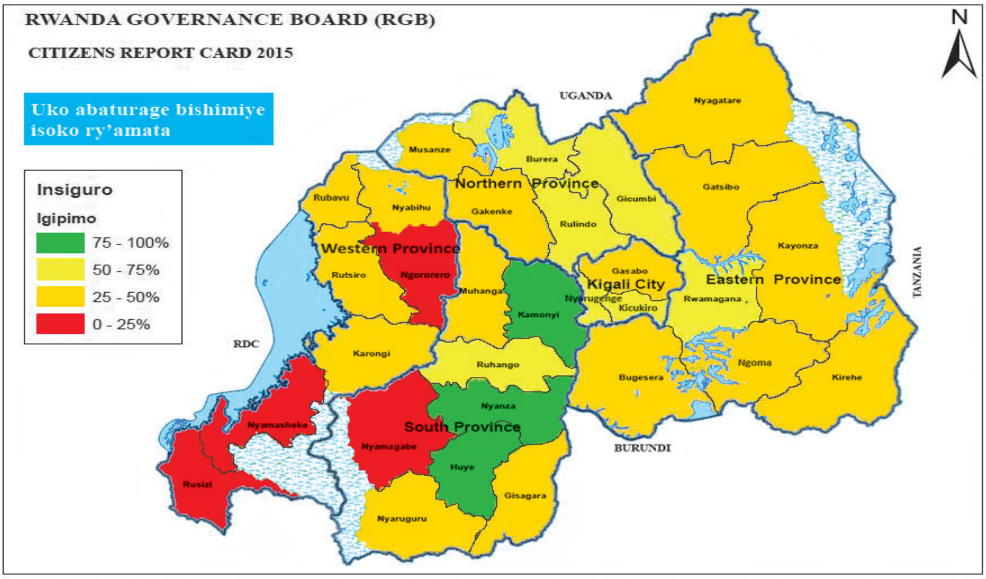


Aho byavuye: Anketi ya RGB, 2015

Nk'uko iyi shusho ibigaragaza, abaturage bishimiye cyane cyane serivisi bahabwa zirebana n'ubuvuzi bw'amatungo (74.4%) ndetse na serivisi za veterineri (72.1%). Abaturage bagaragaje kandi ko banenga zimwe muri serivisi z'ubworozi harimo isoko ry'amata banenga ku kigero cya 43.3%, gutera intanga 27.0%, no kubona inguzanyo z'ubworozi mu mabanki n'ibigo by'imari iciriritse ku kigero cya 26.3%.

Biragaragara ko abatanga serivisi z'ubworozi bagifite akazi ko gukora cyane cyane nko gushakira aborozi isoko ry'amata no kunoza serivisi zo gutera intanga cyangwa guha aborozi inguzanyo mu mabanki n'ibigo by'imari iciriritse kugirango uru rwego rurusheho guteza imbere abaturage.

Ishusho 11: Uko abaturage bishimiye isoko ry'amata



Aho byavuye: Anketi ya RGB, 2015

Iyi shusho iragaragaza ko uturere dutatu two mu ntara y'Amajyepfo (Kamonyi, Nyanza na Huye) ariho abaturage bishimiye isoko ry'amata ku kigero kiri hejuru ya 75%. Mu turere turindwi (Burera, Gicumbi, Rulindo, Ruhango, Rwamagana, Kicukiro na Nyarugenge abaturage bishimiye isoko ry'amata ku gipimo kiri munsi ya 75%. Mu turere tune (Nyamasheke, Rusizi, Nyamagabe na Ngororero) bishimiye isoko ry'amata ku gipimo kiri munsi ya 25%. Udusigaye ni munsi ya 50%. Ibi biragaragaza ko abaturage bakeneye kubonerwa isoko ry'umusaruro uturuka ku mata.

2.4. IBIKWIYE KWITABWAHO MURI SERIVISI Z'UBUHINZI N'UBWOROZI

Mu biganiro byo mu matsinda no mu gikorwa cyo gusangira n'inzego z'ibanze ibyavuye mu bushakashatsi, isesengura ryerekanye ibikeneye kwitabwaho mu buhinzi n'ubworozi harimo :

1. Itangwa ry'amafumbire n'inyongeramusaruro rikwiye kunozwa;
2. Gushyiraho gahunda ihamye yo guhangana n'imihindagurikire y'ikirere ndetse n'ibiza;
3. Gushyira imbaraga mu gushakira abaturage ibigega bihagije byo guhunika umusaruro;
4. Gushyira imbaraga mu gushakira abaturage isoko ry'umusaruro uturuka ku buhinzi n'ubworozi;
5. Kunoza serivisi za veterineri na goronome.

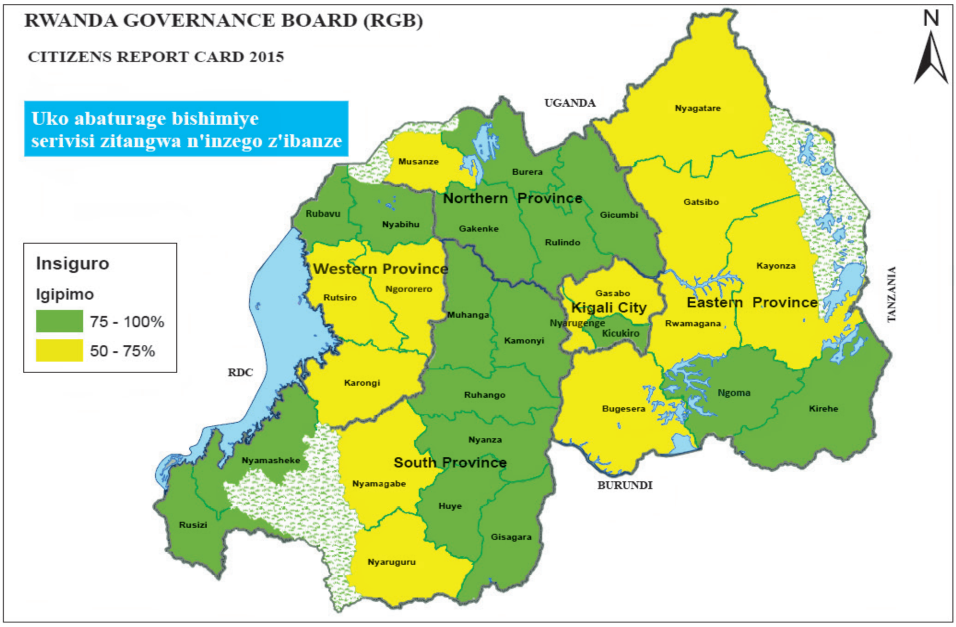
III. SERIVISI ZITANGWA N'INZEGO Z'IBANZE

Imitangire myiza ya serivisi mu nzego z'ibanze ni ikimenyetso cy'imiyoborere myiza. Muri ubu bushakashatsi abaturage bagaragaje uburyo bahabwa serivisi mu nzego z'ibanze.

3.1. UKO ABATURAGE BISHIMIYE SERIVISI ZITANGWA N'INZEGO Z'IBANZE MURI RUSANGE

Muri ubu bushakashatsi, abaturage babajijwe uko bishimiye serivisi bahabwa n'inzego z'ibanze. Muri rusange, ababajijwe bagaragaje ko bishimiye izi serivisi ku gipimo cya 74.3%.

Ishusho 12: Uko abaturage bishimiye serivisi bahabwa n'inzego z'ibanze muri rusange



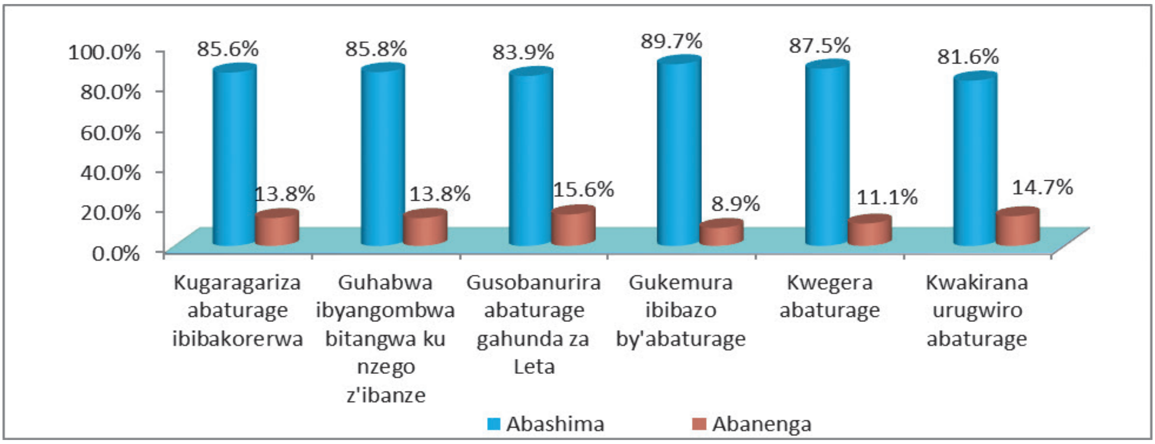
Aho byavuye: Anketi ya RGB, 2015

Nk'uko bigaragazwa n'iyi shusho, uturere cumi na dutandatu (16) abaturage bagaragaje ko bishimiye imitangire ya serivisi mu nzego z'ibanze ku gipimo kiri hejuru ya 75%, naho uturere cumi na tune (14) nitwo abaturage bagaragaje ko bishimiye serivisi zitangwa n'inzego z'ibanze ku gipimo kiri hagati ya 75% na 50%.

3.2. UKO ABATURAGE BISHIMIYE SERIVISI ZITANDUKANYE ZITANGWA N'INZEGO Z'IBANZE

Muri ubu bushakashatsi, abaturage babajijwe kandi uko bishimiye zimwe muri serivisi zitangwa n'inzego z'ibanze harimo: gukemura ibibazo by'abaturage, kwakirana urugwiro abaturage, guhabwa ibyangombwa bitangwa n'inzego z'ibanze, gusobanurira abaturage gahunda za Leta no kubagaragariza ibibakorerwa

Ishusho 13: Uko abaturage bishimiye serivisi zitandukanye zitangwa n'inzego z'ibanze



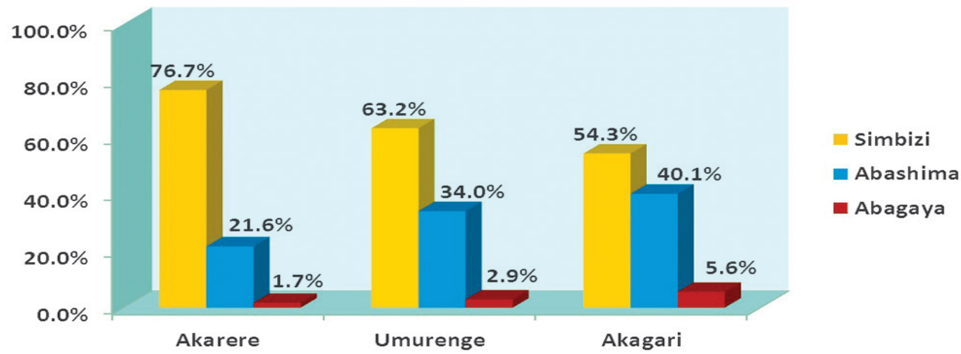
Aho byavuye: Anketi ya RGB, 2015

Iyi shusho iragaragaza ko abaturage bishimiye izi serivisi zose ku kigero kiri hejuru ya 80%. Habanza uburyo inzego z'ibanze zitanga serivisi mu gusobanurira abaturage gahunda za Leta (89.7%), bigakurikirwa no guhabwa ibyangombwa bitangwa mu nzego z'ibanze (87.5%), kwegera abaturage (85.8%), kwakirana urugwiro abaturage (85.6%), gukemura ibibazo by'abaturage (83.9%) no kugaragariza abaturage ibibakorerwa (81.6%). Abanenga ni bake kuri izi serivisi zose. Ibi birerekana ko ingufu abayobozi bashyira mu kwegera abaturage zidapfa ubusa ahubwo bituma abaturage barushaho kubagirira icyizere no kubibonamo.

3.3. UKO ABATURAGE BABONA IMIKORERE YA NJYANAMA

Muri ubu bushakashatsi abaturage babajijwe kandi niba bazi njyanama bazi n'imikorere yayo nk'urwego ruhuza abaturage n'inzego z'ibanze kandi rukabakorera ubuvugizi.

Ishusho 14: Ishusho igaragaza uko abaturage babona imikorere ya njyanama



Aho byavuye: Anketi ya RGB, 2015

Ibyavuye mu bushakashatsi ku mikorere ya njyanama bigaragazwa muri iyi shusho birerekana ko nta karere na kamwe abaturage bashima imikorere ya njyanama byibuze kugera kuri 50%. Abenshi ni abavuga ko batayizi aho njyanama y'Akarere abavuga ko batayizi bari ku kigero cya 76.7%, ku murenge ni 63.2% naho ku kagari ni 54.3%. Bigaragara ko uko inzego zigenda zimanuka ariko abaturage bagenda bamenya njyanama yo kuri urwo rwego.

Tugendeye kuri ubu bushakashatsi, abajyanama bakwiye kumanuka bakegera abaturage bashinzwe kuko uru rwego ari ikiraro gihuza abaturage n'abayobozi kandi ari narwo rushinzwe kubakorera ubuvugizi no kubasobanurira gahunda za Leta kugirango barusheho kuzigiramo uruhare.

3.4 IBIKWIYE KWITABWAHO MURI SERIVISI ZITANGWA N'INZEGO Z'IBANZE

Mu biganiro byo mu matsinda twagiranye n'abashinzwe gutanga serivisi ndetse no mu gikorwa cyo gutangaza ibyavuye mu bushakashatsi ngo biganirweho hari ibyagaragajwe nk'ibigomba kwitabwaho kugirango inzego z'ibanze zitange serivisi inoze. Muri ibyo twavuga:

1. Hakwiye kongerwa ibikorwa remezo n'ibikoresho by'ikoranabuhanga mu nzego z'ibanze cyane cyane ku kagari no ku mudugudu;
2. Gushyiraho uburyo bwo korohereza ingendo abakozi bo ku nzego z'ibanze (akagari, umudugudu);
3. Gushyiraho ingamba zo guca burundu ruswa n'akarengane mu nzego z'ibanze;
4. Hakwiye gushyirwaho uburyo bwatuma abaturage barushaho kumenya urwego rwa njyanama n'imikorere yarwo.

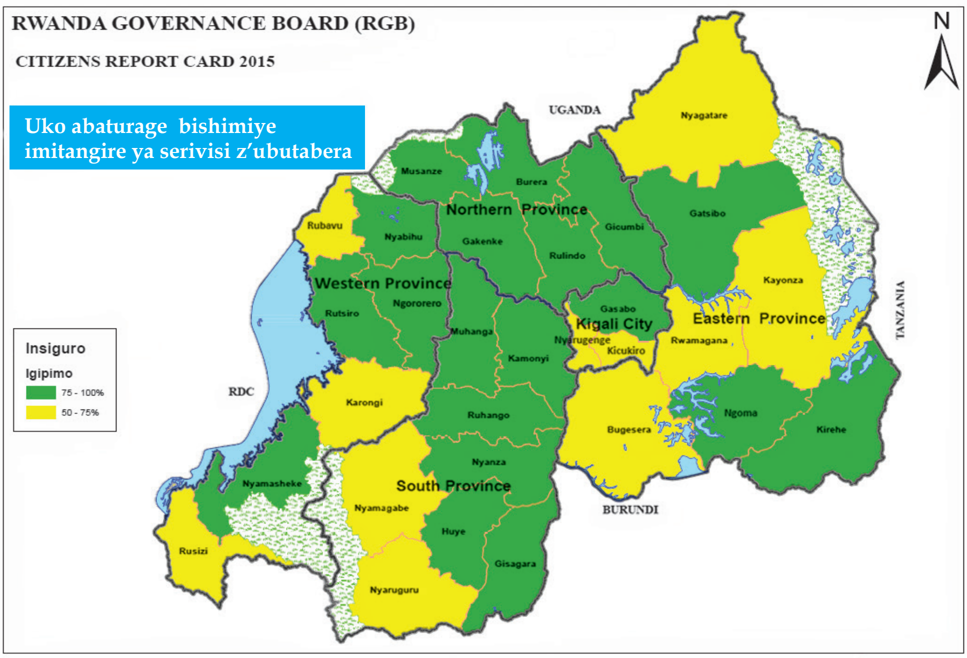
IV. SERIVISI Z'UBUTABERA

Ubutabera buzira amakemwa bugaragaza imiyoborere inoze. Niyo mpamvu kumenya uko abaturage bishimiye serivisi z'ubutabera ari kimwe mu bipimo by'imiyoborere myiza. Muri ubu bushakashatsi, abaturage bagaragaje uko bishimiye serivisi babona mu butabera.

4.1. UKO ABATURAGE BISHIMIYE SERIVISI Z'UBUTABERA MURI RUSANGE

Ubushakashatsi ku mitangire ya serivisi z'ubutabera muri CRC y'umwaka wa 2015 bwerekanye ko muri rusange abaturage bishimiye imitangire y'iyi serivisi ku gipimo cya 76.7%.

Ishusho 15: Uko abaturage bishimiye serivisi z'ubutabera muri rusange



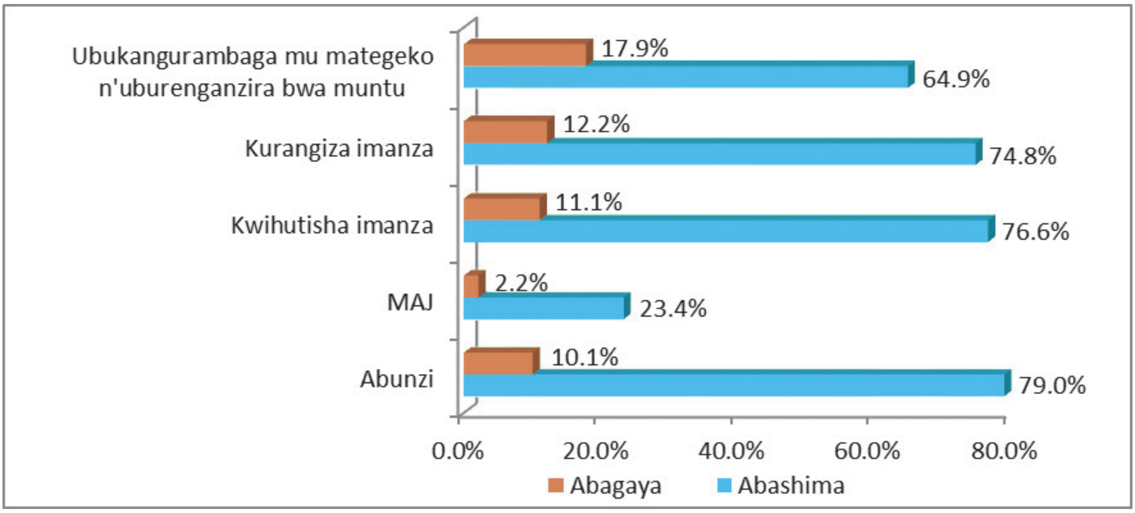
Aho byavuye: Anketi ya RGB, 2015

Nk'uko bigaragazwa n'iyi shusho, Mu turere mirongo itatu (30), uturere cumi n'icyenda (19), abaturage bagaragaje ko bishimiye serivisi z'ubutabera ku kigero kiri hejuru ya 75%, naho mu turere cumi na kamwe (11), abaturage bagaragaje ko bishimiye serivisi zitangwa mu butabera ku rugero ruri hagati ya 50% na 75%. Ibi bigaragaza ko gahunda za Leta zirebana n'ubutabera zatanze umusaruro ugaragara mu kwegereza abaturage ubutabera bifuza.

4.2. UKO ABATURAGE BISHIMIYE SERIVISI ZITANDUKANYE BAHABWA MU BUTABERA

Twababajije kandi uko bashimiye serivisi zitandukanye bahabwa mu butabera harimo: serivisi z'abunzi, serivisi za MAJ, kwihutisha imanza, kurangiza imanza, gukora ubukangurambaga mu kumenyekanisha amategeko n'uburenganzira bwa muntu.

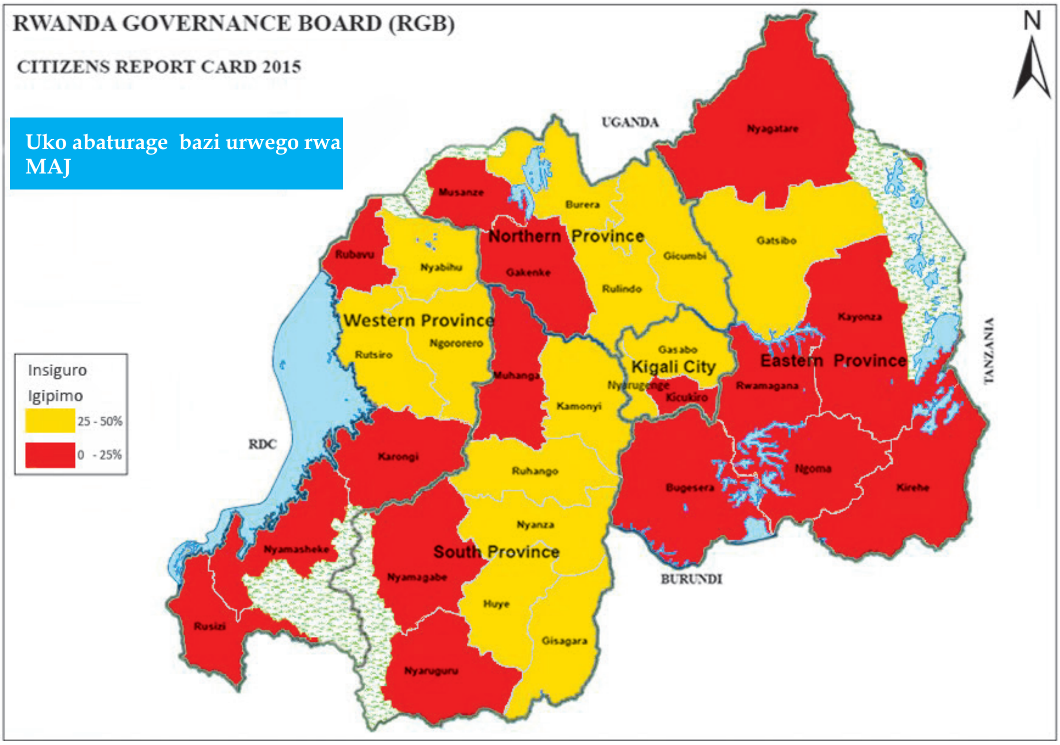
Ishusho 16: Uko abaturage bishimiye serivisi zitandukanye bahabwa mu butabera



Aho byavuye: Anketi ya RGB, 2015

Nk'uko bigaragazwa n'iyi shusho iri hejuru, abaturage bishimiye cyane cyane serivisi z'abunzi (79.0%), kwihutisha imanza (76.6%), kurangiza imanza (74.8%), ubukangurambaga mu kumenyekanisha amategeko n'uburenganzira bwa muntu (64.9%). Abishimiye serivisi ya MAJ bari ku kigero cya 23.4%, n'aho abatazishimiye bakaba 2.2%. Ibi ahanini byatewe n'uko umubare munini (74.4%) bavuze ko batazi uru rwego. Ibi bikaba bisaba ko abakozi ba MAJ bakwiye kumanuka bakegera abaturage cyane ko aribo bashinzwe guha ubufasha.

Ishusho 17: Uko abaturage bazi urwego rwa MAJ



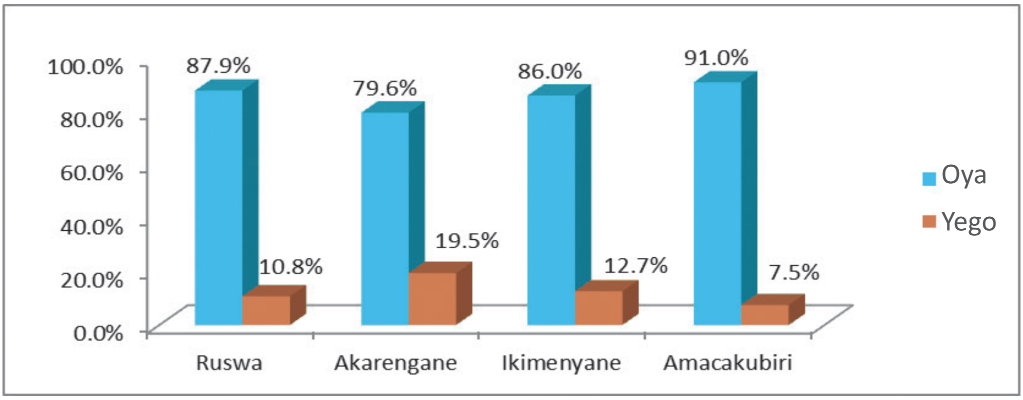
Aho byavuye: Anketi ya RGB, 2015

Iyi shusho iri hejuru iragaragaza uko abaturage bazi urwego rwa MAJ. Muri rusange mu turere twose abaturage bagaragaje ko bazi uru rwego ku gipimo kiri munsi ya 50%. Ibi bikaba bigaragaza ko hakenewe imbaraga nyinshi mu gukora ubukangurambaga bwo kumenyekanisha uru rwego n'imikorere yarwo ku bagenerwabikorwa.

4.3. ABATURAGE BAHUYE N'IKIBAZO CYA RUSWA, AKARENGANE, AMACAKUBIRI CYANGWA IKIMENYANE MU MEZI CUMI N'ABIRI ASHIZE

Muri ubu bushakashatsi abaturage babajijwe kandi niba baba barahuye n'ikibazo cya ruswa, akarengane, ikimenyane n'amacakubiri mu gihe basabaga serivisi z'ubutabera.

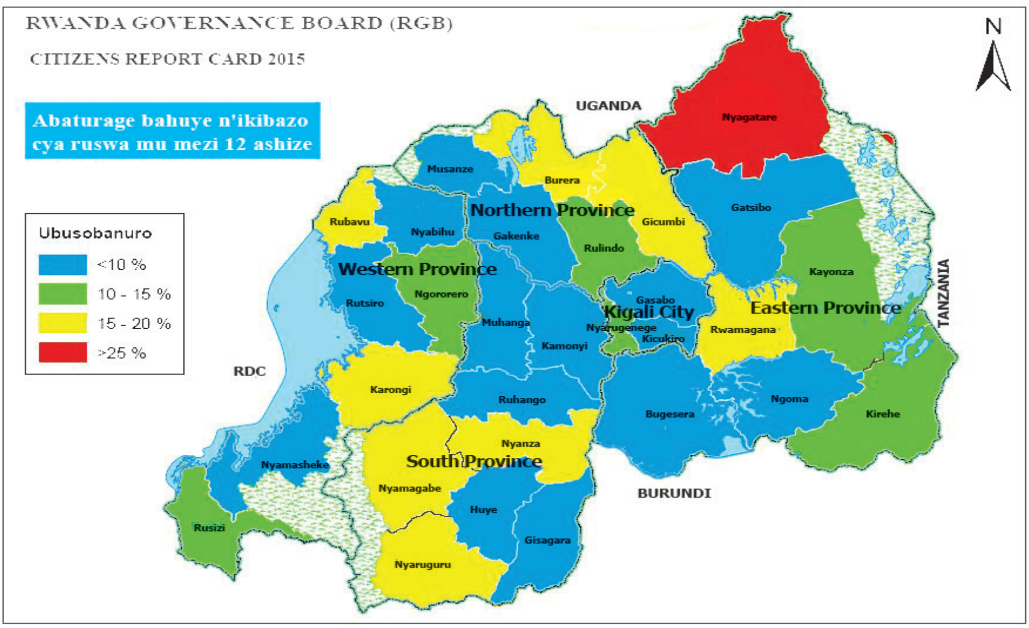
Ishusho 18: Abaturage bahuye n'ikibazo cy'akarengane, ruswa, ikimenyane n'amacakubiri mu mezi cumi n'abiri ashize



Aho byavuye: Anketi ya RGB, 2015

Nk'uko bigaragara kuri iyi shusho iri hejuru ubushakashatsi buragaragaza ko abaturage bahuye n'ikibazo cy'akarengane aribo benshi aho bari ku kigero cya 19.5% abahuye n'icya ruswa bari ku kigero cya 10.8%, ikimenyane ku kigero cya 12.7% naho abahuye n'ikibazo cy'amacakubiri ni bake bari ku kigero cya 7.5%. Kuba mu mezi 12 gusa ashize hari abahuye n'ibi bibazo byavuzwe ni ukuvuga ko nta kwirara ahubwo hakwiye kurebwa ikibitera kugirango tugere ku butabera buzira amakemwa.

Ishusho 19: Abaturage bahuye n'ikibazo cya ruswa mu mezi cumi n'abiri ashize



Aho byavuye: Anketi ya RGB, 2015

Nk'uko iyi shusho ibibagaraza mu karere ka Nyagatare abari hejuru ya 25% bavuze ko bahuye n'ikibazo cya ruswa mu gihe basabaga serivisi z'ubutabera. Mu turere umunani (Rubavu, Karongi, Burera, Gicumbi, Rwamagana, Nyanza, Nyamagabe na Nyaruguru) naho abaturage bahuye n'ikibazo cyo gusabwa ruswa ubwo basabaga serivizi z'ubutaberabari ku kigero kiri hagati ya 15 na 20%. Iyi mibare ntitwavuga y'uko ari mito mu gihe kingana gusa n'amezi cumi n'abiri. Haracyakenewe imbaraga mu gukumira no kurwanya ruswa aho iva ikagera.

4.4. IBIKWIYE KWITABWAHO MURI SERIVISI Y'UBUTABERA

Mu matsinda yakozwe mu gihe cy'ubushakashatsi no mu gikorwa cyo kugaragaza ibyavuye mu bushakashatsi hari bimwe byagaragajwe nk'ibikeneye kwitabwaho mu kunoza serivisi z'ubutabera harimo:

1. Kwiga uburyo irangizwa ry'imanza ryakwihuta kurushaho;
2. Hakenewe ubukangurambaga ku rwego rwa MAJ;
3. Guca ruswa n'akarengane bikirangwa mu nzego z'ubutabera.

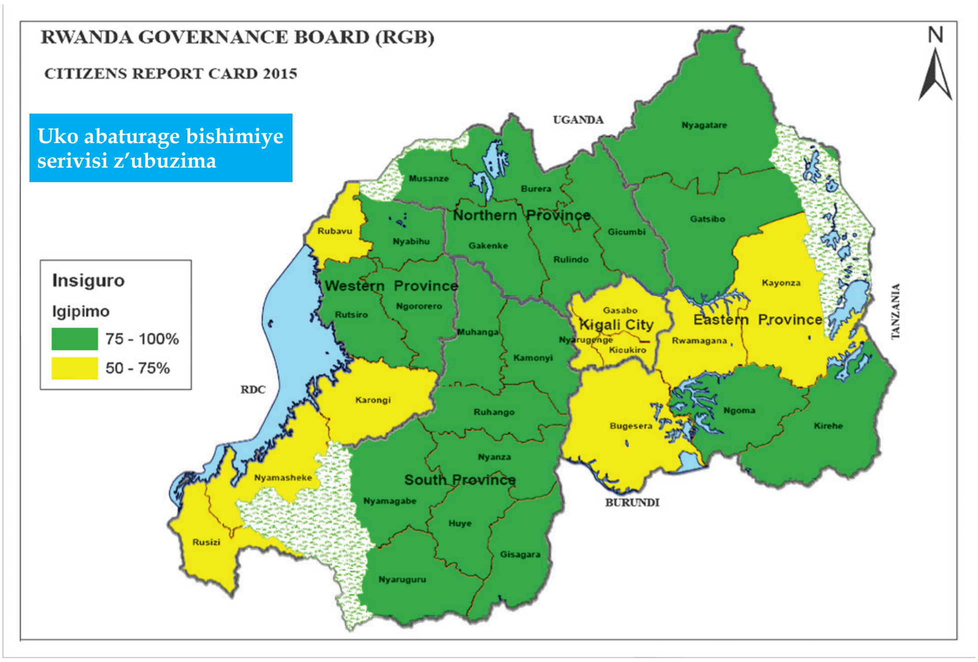
V. SERIVISI Z'UBUZIMA

Ubuzima buzira umuze niyo ntego y'imiyoborere myiza. Nta miyoborere myiza yabaho nib anta buzima buzira umuze mu baturage. Niyo mpamvu mu gusuzuma imiyoborere myiza, harimo no kureba uko abaturage bamerewe mu byerekeye ubuzima buzira umuze.

5.1. UKO ABATURAGE BISHIMIYE SERIVISI BAHABWA ZIREBANA N'UBUZIMA MURI RUSANGE

Ubushakashatsi ku mitangire ya serivisi z'ubuzima muri CRC y'umwaka wa 2015 bwerekanye ko muri rusange abaturage bishimiye imitangire y'iyi serivisi ku gipimo cya77.4%.

Ishusho 20: Uko abaturage bishimiye serivisi bahabwa zirebana n'ubuzima muri rusange



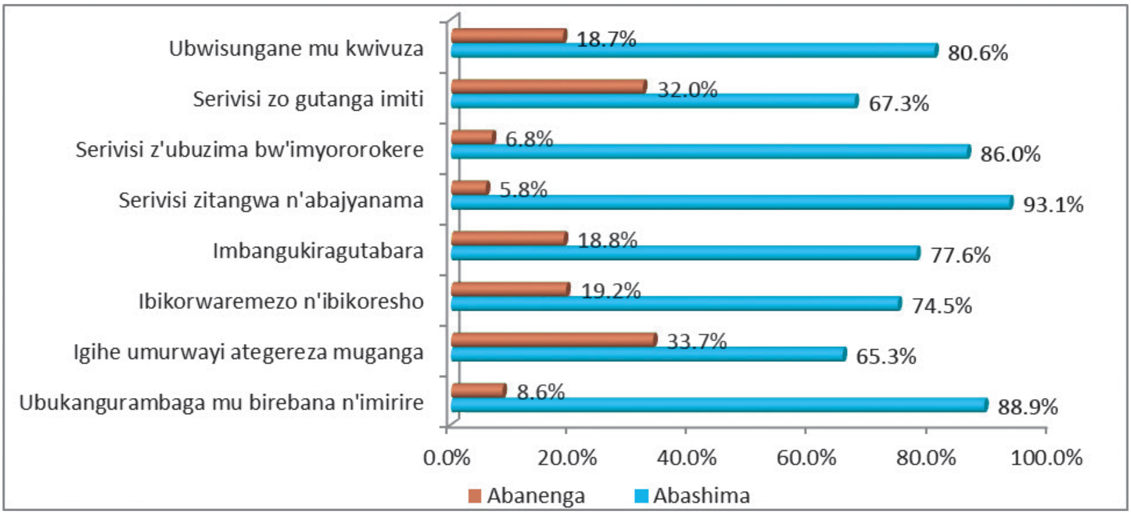
Aho byavuye: Anketi ya RGB, 2015

Ishusho iragaragaza ko ku rwego rw'Igihugu, mu turere makumyabiri (20) abaturage bagaragaje ko bishimiye serivisi z'ubuzima ku gipimo kiri hejuru ya 75% naho icumi (10) dusigaye, abaturage bagaragaje ko bishimiye serivisi z'ubuzima ku gipimo kiri hagati ya 50% na 75%.

5.2. UKO ABATURAGE BISHIMIYE SERIVISI ZINYURANYE Z'UBUZIMA BAHABWA

Abaturage babajijwe uko bishimiye serivisi z'ubwisungane mu kwivuza, serivisi zo gutanga imiti, serivisi z'ubuzima bw'imyororokere, serivisi bahabwa n'abajyanama b'ubuzima, ibikorwaremezo n'ibikoresho, imbangukiragutabara, igihe umurwayi ategereza muganga, ubukangurambaga mu birebana n'imirire ndetse n'ireme rya serivisi z'ubuzima mu bitaro, mu bigo nderabuzima no mu bigo nderabuzima biciriritse (Poste de santé). Baragaragaza aho bashima n'aho banenga izi serivizi zivuzwe mu ishusho ikurikira

Ishusho 21: Uko abaturage bishimiye serivisi zinyuranye z'ubuzima bahabwa



Aho byavuye: Anketi ya RGB, 2015

Nk'uko bigaragara kuri iyi shusho, abababajijwe bagaragaje ko bishimiye cyane serivisi zitangwa n'abajyanama b'ubuzima ku gipimo kingana na 93.1% ndetse na serivisi z'ubukangurambaga mu birebana n'imirire ku gipimo kingana na 88.9%; serivisi zo gutanga imiti n'igihe umurwayi ategereza ngo abonane na muganga nizo ziri hasi kuko abanenga bagera kuri (32.0% na 33.7%) ukurikije uko zikurikirana. Hakenewe ingufu mu gukemura ikibazo cyo gutinda kwakira abarwayi kuko uko umurwayi yakiriwe bimuremamo icyizere cyo gukira; kimwe n'imiti Minisante n'inzego z'ibanze bikwiye kureba icyakorwa ngo izi serivisi zinozwe.

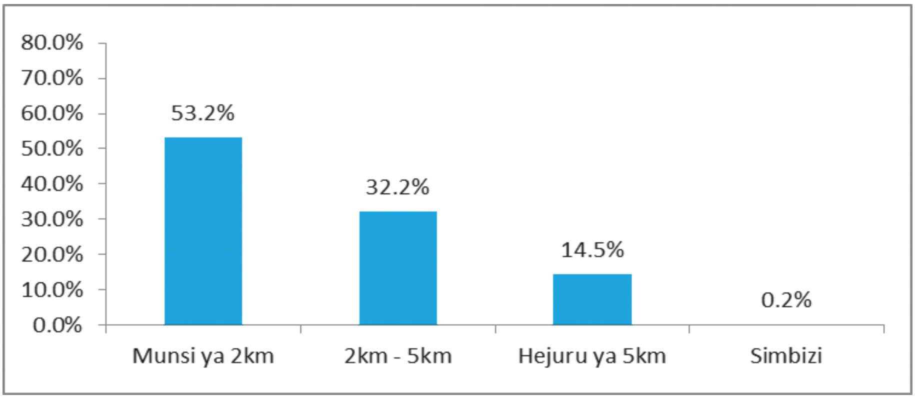
Abaturage babajijwe kandi uko bishimira serivisi bahabwa haba ku bitaro, ku bigo nderabuzima ndetse no ku bigo by'ubuvuzi biciriritse. Serivisi zitangirwa ku bitaro nizo bishimiye cyane ku kigero cya 80.3%, ku bigo nderabuzima bazishimiye kuri 76.6% naho ku bigo by'ubuvuzi biciriritse bazishimiye kuri 61.6%.

Biragaragara ko uko serivisi z'ubuzima zimanuka ariko abaturage bagenda bagabanya kuzishima. Inzego z'ibanze zikaba zigomba gushyira ingufu mu gukurikirana izi nzego z'ubuzima zo hasi

5.3. KWEGEREZA ABATURAGE AMAVURIRO

Mu rwego rwo kureba uko abaturage begerejwe serivisi z'ubuzima, abaturage babajijwe intera iri hagati ya serivisi z'ubuzima n'aho batuye

Ishusho 22: Intera iri hagati y'ivuriro n'aho abaturage batuye



Aho byavuye : Anketi ya RGB, 2015

Iyi shusho iragaragaza ko abaturage bari hejuru ya 50% bakora urugendo ruri munsi ya kilometero ebyiri kugirango babone serivisi z'ubuvuzi. Ibi biragaragaza ko hari intambwe nini yatewe mu kwegereza abaturage serivisi z'ubuzima n'inyubako z'amavuriro

5.4 IBIKWIYE KWITABWAHO MURI SERIVISI Z'UBUZIMA

Mu biganiro byakozwe mu matsinda mu gihe cyo gukusanya amakuru ndetse no mu gikorwa cyo kugaragaza ibyavuye mu bushakashatsi hari ibyagaragajwe nk'ibikeneye kwitabwaho muri mitangire ya serivisi z'ubuzima harimo :

1. Kongera umubare w'abaganga n'abaforomo ku bigo nderabuzima;
2. Kongera imiti ku mafarumasi y'ibitaro n'ay'ibigo nderabuzima;
3. Kunoza serivisi zitangirwa ku mavuriro;
4. Kongera ibikoresho n'ibikorwaremezo ku bigo nderabuzima n'ibitaro;
5. Kuzamura umubare w'imbangukiragutabara.

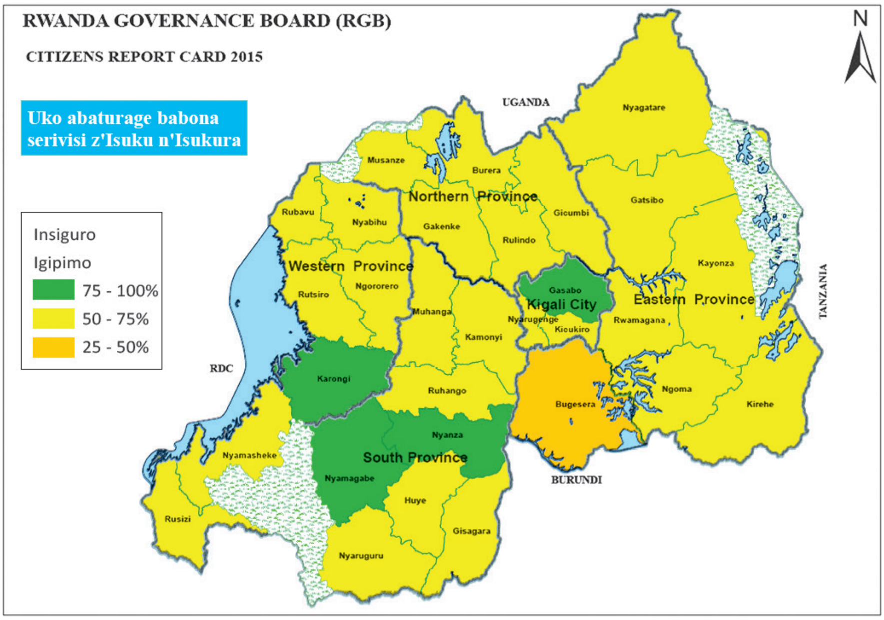
VI. SERIVISI Z'ISUKU N'ISUKURA

Guteza imbere isuku n'isukura ni kimwe mu bimenyetso bihamya imiyoborere myiza. Iyo abaturage bakeye, bafite isuku n'aho baba hasukuye, n'ibindi byose bijyanye n'imiyoborerere birikora. Muri ubu bushakashatsi, abaturage bagize icyo bavuga ku byerekeye isuku n'isukura aho batuye.

6.1. UKO ABATURAGE BISHIMIYE SERIVISI Z'ISUKU N'ISUKURA

Muri rusange abaturage bishimiye serivisi z'isuku n'isukura ku gipimo kingana na 64.8%.

Ishusho 23: Uko abaturage bishimiye serivisi z'isuku n'isukura



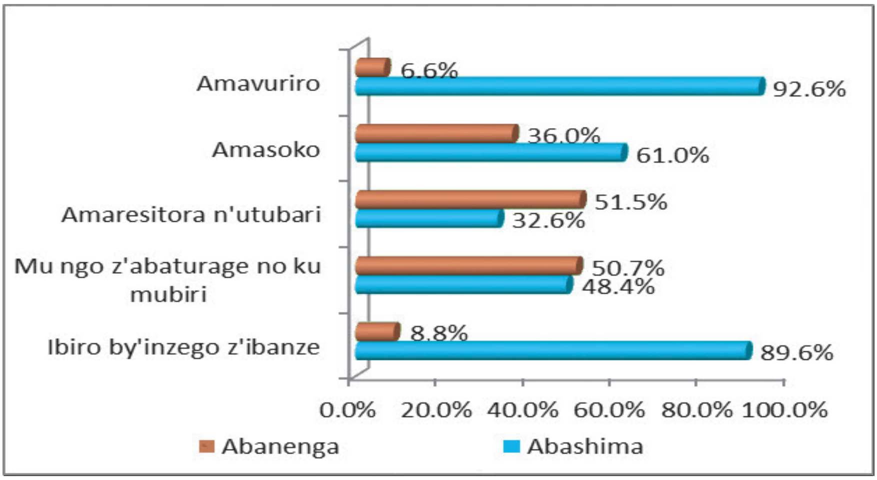
Aho byavuye: Anketi ya RGB, 2015

Ku rwego rw'Igihugu, Uturere tune (4) aritwo Gasabo, Nyanza, Nyamagabe na Karongi abaturage bagaragaje ko bishimiye serivisi z'isuku n'isukura ku gipimo kiri hejuru ya 75%. Akarere ka Bugesera abaturage bagaragaje ko bishimiye serivisi z'isuku n'isukura ku gipimo kiri hasi ya 50%, naho utundi turere dusigaye, abaturage bagaragaje ko bishimiye serivisi z'isuku n'isukura ku gipimo kiri hagati ya 50% na 75%. Haracyakenewe ingufu nyinshi binyuze mu gukora ubukangurambaga ku kwita ku isuku n'isukura.

6.2. UKO ABATURAGE BISHIMIYE ISUKU N'ISUKURA BY'AHANTU HATANDUKANYE

Abaturage babajijwe uko babona isuku mu mavuriro, mu masoko, mu tubari n'amaresitora, mu ngo z'abaturage no ku mubiri, ndetse no mu biro by'inzego z'ibanze.

Ishusho 24: Uko abaturage bishimiye isuku n'isukura by'ahantu hatandukanye

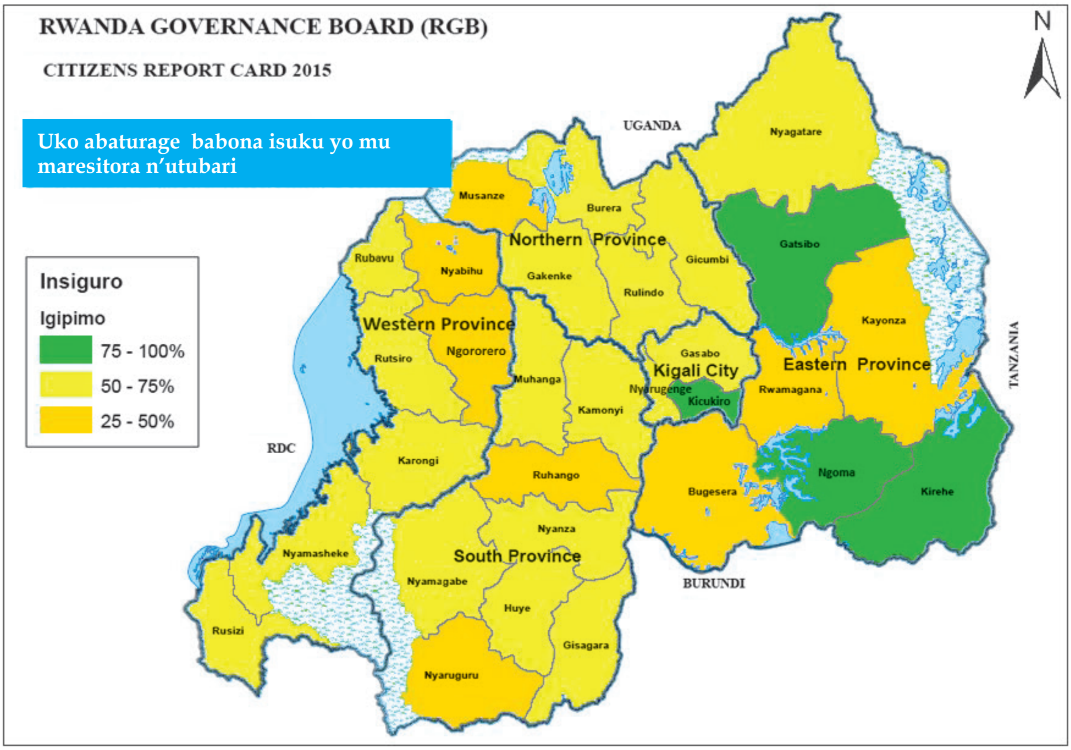


Aho byavuye: Anketi ya RGB, 2015

Nk'uko iyi shusho ibigaragaza, abaturage bagaragaje ko bishimiye isuku mu mavuriro ku gipimo kingana na 92.6%, mu biro by'inzego z'ibanze ku gipimo kingana na 89.6%, mu masoko ku gipimo kingana na 61.0%, mu ngo z'abaturage no ku mubiri ku gipimo kingana na 48.4%, naho mu maresitora n'utubari ku gipimo kingana na 32.6%.

Biragaragara ko abaturage batishimiye isuku babona mu tubari n'amaresitora hamwe n'isuku mu ngo z'abaturage no ku mubiri. Ibi birasobanurwa n'uko isuku yahagurukiwe mu bigo bya Leta, aho isuku ikorwa n'ibigo byigenga byatsindiye isoko naho mu ngo z'abaturage no mu maresitora, ni abaturage cyangwa ba nyiri amaresitora bakora isuku, rimwe na rimwe bakabikora nabi kubera ubumenyi buke.

Ishusho 25: Uko abaturage bishimiye isuku yo mu maresitora n'utubari



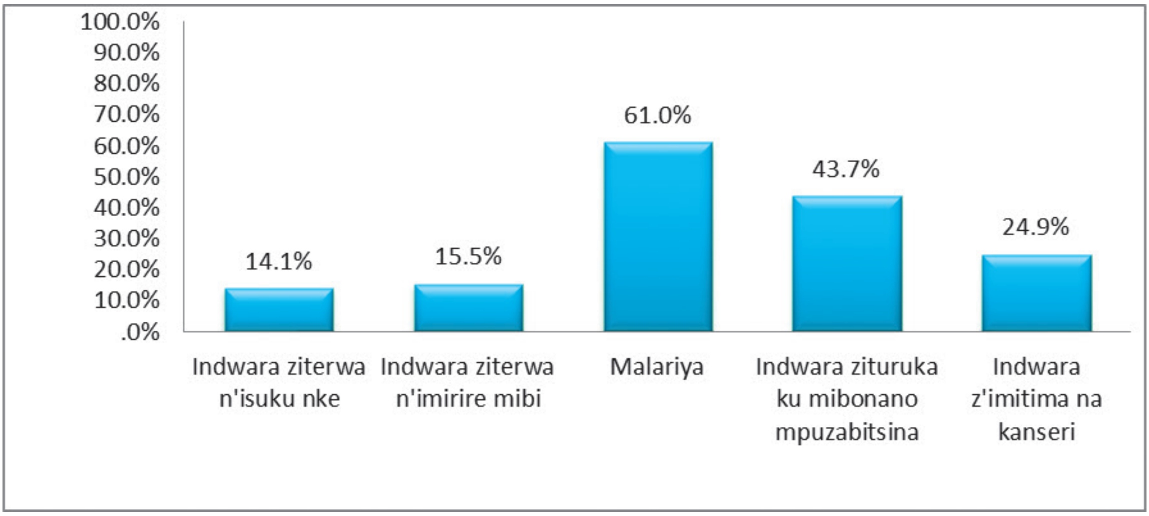
Aho byavuye: Anketi ya RGB, 2015

Mu gihugu hose, abaturage bo mu turere tune (Kicukiro, Gatsibo, Ngoma na Kirehe) niho abaturage bagaragaje ko bashima isuku yo mu maresitora n'utubari ku gipimo kiri hejuru ya 75%. Abo mu turere 18/30 bo bashima ku gipimo kiri munsi ya 75% naho uturere umunani (Kayonza, Rwamagana, Bugesera, Ngororero, Musanze, Nyabihu, Ruhango na Nyaruguru) abaturage bashima isuku yo mu maresitora n'utubari ku gipimo kiri munsi ya 50%. Haracyari ikibazo kigaragara cy'isuku y'ahafatirwa ibyo kurya ari naho haturuka indwara nyinshi zituruka ku isuku nke y'ibiribwa iganisha ku ndwara zinyuranye.

6.3. INDWARA ZIGANJE MU GIHUGU MURI RUSANGE

Mu rwego rwo kurushaho kumenya no kwirinda indwara zishobora kuba zaturuka ku isuku nke twabajije abaturage indwara babona ziganje mu gace batuyemo.

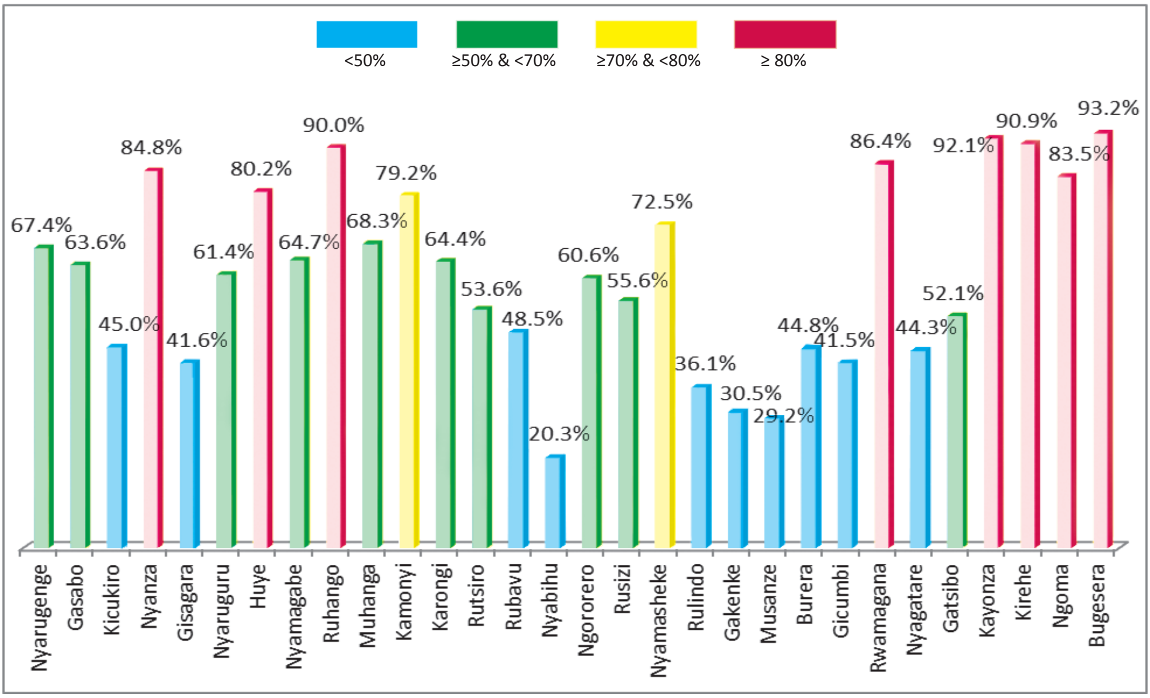
Ishusho 26: Zimwe mu ndwara ziganje aho abaturage batuye



Aho byavuye: Anketi ya RGB, 2015

Muri ubu bushakashatsi, abaturage bagaragaje, ko malariya ariyo ndwara yiganje aho batuye ku gipimo kingana na 61.0%, indwara ziturka ku mibonano mpuzabitsina ku gipimo kingana na 43.7%, indwara z'imitima na kanseri ku gipimo kingana na 24.9%, indwara ziterwa n'imirire mibi ku gipimo kingana na 15.5% n'indwara ziterwa n'isuku nke ku gipimo kingana na 14.1%. Ibi biragaragaza ko ubukangurambaga bukorwa n'abajyanama b'ubuzima ndetse na gahunda zigamije ku kwita ku mirire myiza byagize ingaruka igaragara ku baturage ariko haracyakenewe ingufu mu gukurikirana indwara z'imitima na cancer mu cyaro ndetse no kongera ubukangurambaga ku kwirinda indwara zandurira mu mibonano mpuzabitsina.

Ishusho 27: Uko abaturage babona ubwiganze bwa Malariya mu turere twose



Aho byavuye: Anketi ya RGB, 2015

Nk'uko iyi shusho ibigaragaza hari uturere umunani tune two mu majyepfo (Ruhango, Nyanza, Huye na Kamonyi) na tune tw'iburasirazuba (Bugesera, Ngoma, Kirehe, Kayonza) aho abaturage bari ku gipimo kiri hejuru ya 75% bagaragaje ko hari ubwiyongere bwa malariya aho batuye. Uturere itagaragaramo cyane ni utw'amajyaruguru harimo Musanze na Nyabihu bari ku gipimo kiri munsi ya 30%. Ibi bipimo nabyo biratanga intabaza ku bashinzwe ubuzima n'abakurikirana Malariya hafi ko hari igikwiye gukorwa ngo ubu bwiyongere bukumirwe hafatwa ingamba zihamye zo kuyirandura

Muri ubu bushakashatsi kandi abaturage bagaragaje ko ubwiyongere bwa malariya buterwa ahanini n'inzitiramibu zidateye umuti ku gipimo kingana na 26.7%, isuku nke y'aho batuye ku gipimo kingana na 21.4%, inzitiramibu zidahagije ku gipimo kingana na 19.8% n'ubukangurambaga budahagije ku gipimo kingana na 6.8%. Imibare y'ibyavuye muri ubu bushakashatsi iratanga impuruza ku bwiyongere bushobora kuzamuka mu gihe nta gikozwe ngo inzego zishinzwe kurwanya malariya zigeze inzitirmubu ku baturage zinakurikirane ikoreshwa ryazo.

6.4. IBIKWIYE KWITABWAHO MURI SERIVISI ZIREBANA N'ISUKU N'ISUKURA

Muri serivisi z'isuku n'isukura hari ibyagaragajwe mu gihe cyo kugaragaza ibyavuye mu bushakashatsi ko byakorwa kugirango isuku irusheho kwitabwaho. Muri ibyo twavuga:

1. Gukemura ikibazo cy'isuku nke (umwanda) igararagara ahantu hahurira abantu benshi (nka amaresitora n'utubari no ku masoko);
2. Kongera ubukangurambaga ku isuku n'isukura no gukumira indwara zandurira mu mibonano mpuzabitsina nka SIDA;
3. Gufata ingamba zo kurwanya malariya hakaboneka inzitiramibu kandi zujuje ubuziranenge.

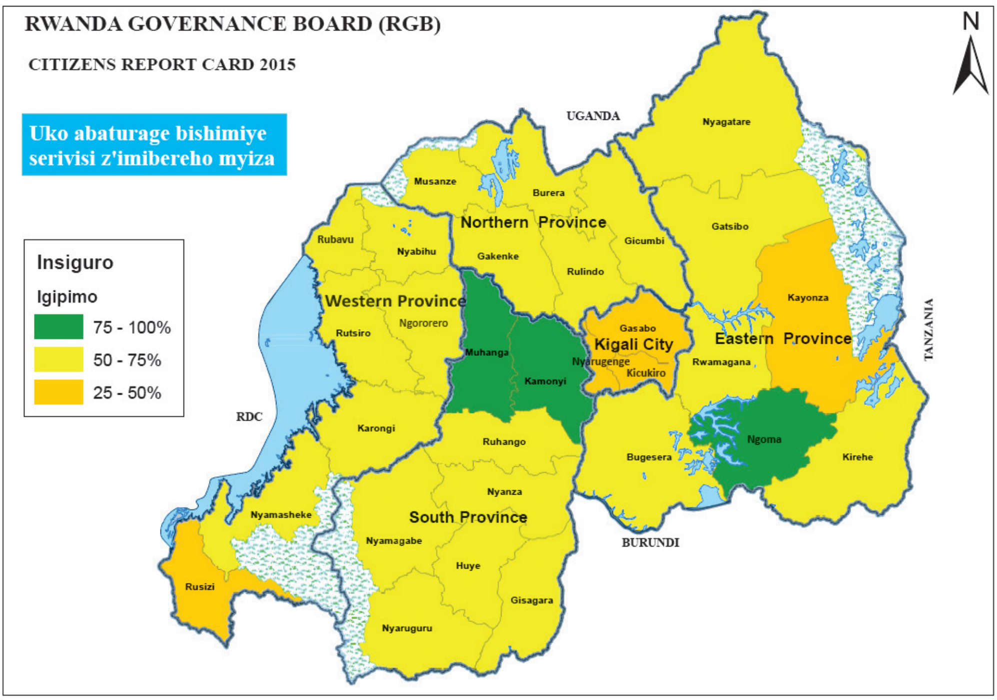
VII. SERIVISI Z'IMIBEREHO MYIZA Y'ABATURAGE

Serivisi z'imibereho myiza y'abaturage nizo ziteza imbere abatishoboye banyuranye, bigatuma bashobora kubaho nk'abandi banyarwanda. Uko serivisi z'imibereho myiza y'abaturage zikora, bigira ingaruka ku miyoborere. Muri ubu bushakashatsi, abaturage bagize icyo bavuga kuri serivisi na gahunda zo kwita ku mibereho myiza.

7.1. UKO ABATURAGE BISHIMIYE SERIVISI ZO KWITA KU MIBEREHO MYIZA Y'ABATURAGE MURI RUSANGE

Muri rusange ababajijwe bagaragaje ko bishimiye serivisi zo kwita ku mibereho myiza y'abaturage ku gipimo kingana na 62.2%.

Ishusho 28: Uko abaturage bishimiye serivisi zo kwita ku mibereho y'abaturage muri rusange

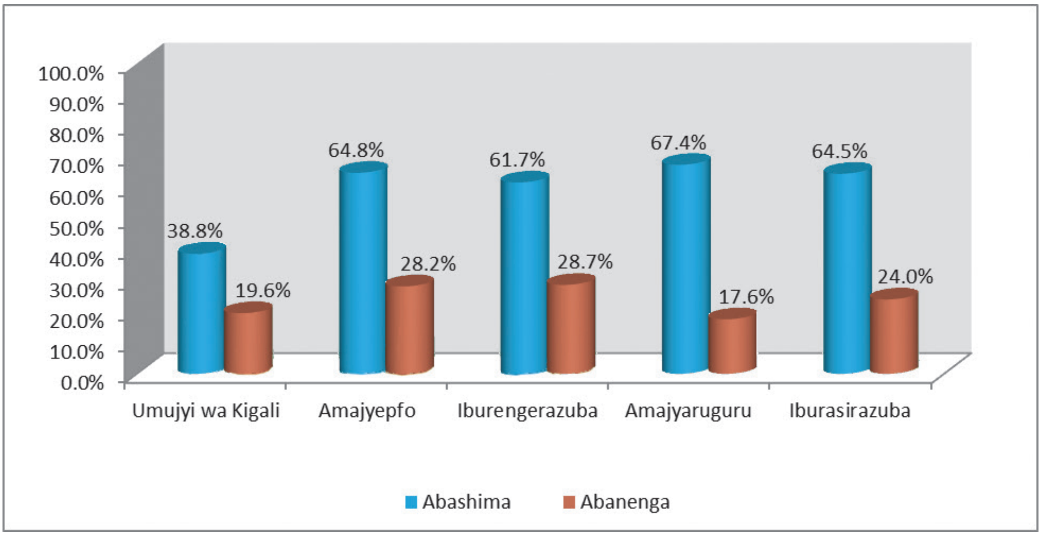


Aho byavuye: Anketi ya RGB, 2015

Ku rwego rw'Igihugu, uturere dutatu aritwo Kirehe, Kamonyi na Muhanga, abaturage bagaragaje ko bishimiye serivisi zitangwa mu mibereho myiza y'abaturage ku gipimo kiri hejuru ya 75%, naho uturere dutanu, aritwo Nyarugenge, Kicukiro, Gasabo, Kayonza na Rusizi, abaturage bagaragaje ko bishimiye servisi bahabwa mu mibereho myiza y'abaturage

ku gipimo kiri hasi ya 50%. Utundi turere dusigaye, abaturage bagaragaje ko bishimiye serivisi bahabw a mu mibereho myiza y'abaturage ku gipimo kiri hagati ya 50% na 75%.

Ishusho 29: Uko abaturage bishimiye serivisi zo kwita ku mibereho myiza y'abaturage hakurikijwe Intara



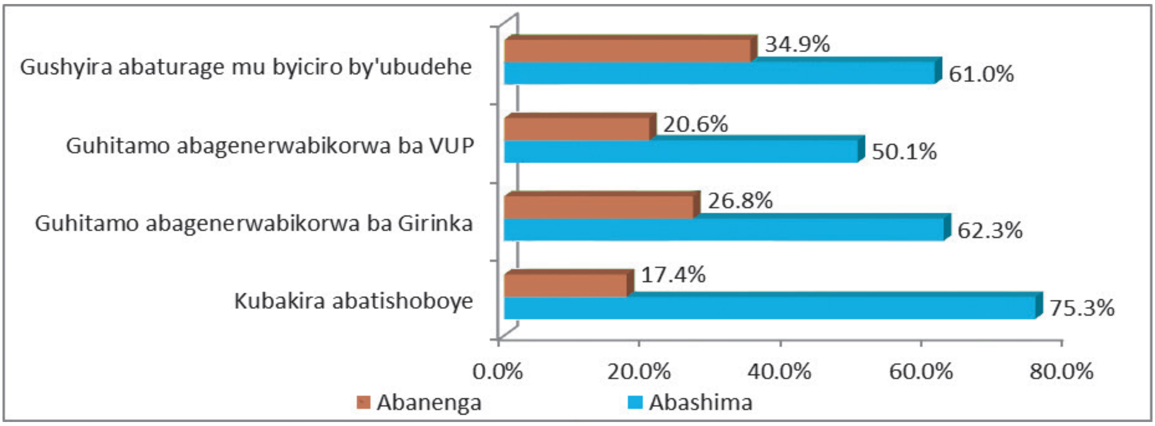
Aho byavuye: Anketi ya RGB, 2015

Nk'uko ishusho iri hejuru ibigaragaza, abaturage mu ntara zose bishimiye serivisi zo kwita ku mibereho myiza y'abaturage ku kigero kiri munsi ya70%. Umujyi wa Kigali niho hari abaturage bishimiye ku gipimo kiri munsi ya 50 %. Ibi bikaba biterwa ahanini nuko umubare munini w'abaturage bo mu mujyi wa kigali bavuga ko batazi izi gahunda. Abagaya ni bake mu ntara y'Amajyaruguru (17.6%).

7.2. UKO ABATURAGE BISHIMIYE SERIVISI Z'IMIBEREHO MYIZA ZITANDUKANYE

Muri ubu bushakashatsi, kuri serivisi zo kwita ku mibereho myiza abaturage babajijwe uko bishimiye gahunda yo gushyirwa mu byiciro by'ubudehe, guhitamo abagenerwabikorwa ba VUP, guhitamo abagenerwabikorwa ba Girinka ndetse na gahunda zo kubakira abatishoboye. Ishusho ikurikira ikaba yerekana uko abaturage bishimiye izi serivisi na gahunda zavuzwe haruguru.

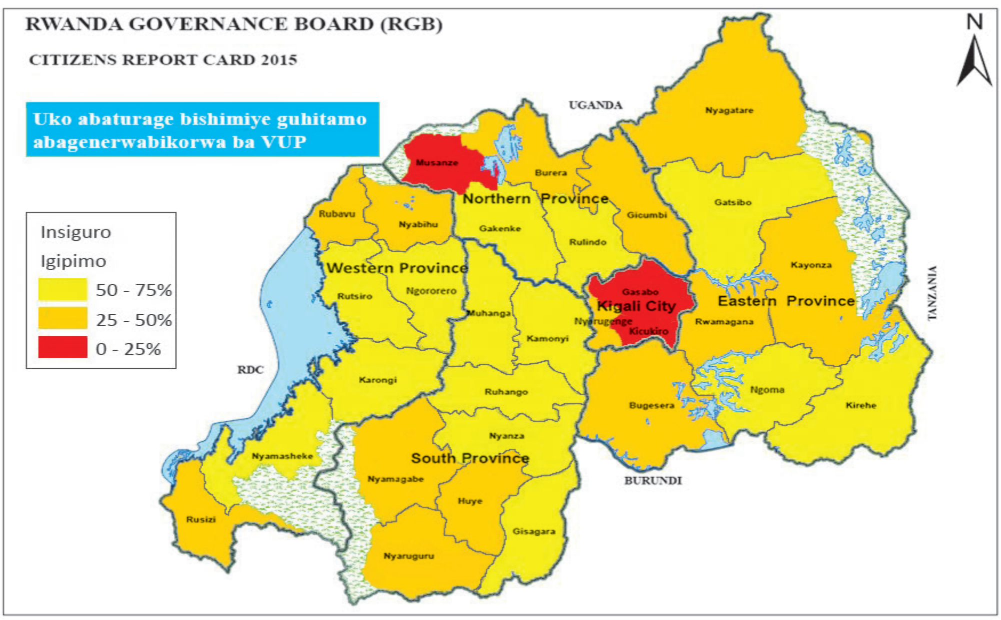
Ishusho 30: Uko abaturage bishimiye serivisi z'imibereho myiza zitandukanye



Aho byavuye: Anketi ya RGB, 2015

Kuri iyi shusho abaturage bagaragaje ko bishimiye gahunda yo kubakira abatishoboye ku gipimo cya 75.3%, guhitamo abagenerwabikorwa ba Girinka ku gipimo kingana na 62.3%, gushyira abaturage bu byiciro by'ubudehe biri ku gipimo kingana na 61.0% no guhitamo abagenerwabikorwa ba VUP ku gipimo kingana na 50.1%. Gushyira abaturage mu byiciro by'ubudehe nibyo banenga cyane ku gipimo cya 34.9%.

Ishusho 31: Uko abaturage bishimiye guhitamo abagenerwabikorwa ba VUP



Aho byavuye: Anketi ya RGB, 2015

Turebeye kuri iyi shusho, nta karere na kamwe abaturage bavuze ko bishimiye uburro bahitamo abagenerwabikorwa ba VUP ku kigero kiri hejuru ya 75%. Uturere 14/30 nitwo abaturage bishimiye iki gikorwa ku kigero kiri hagati ya 50% na 70% naho uturere 13/30 abaturage bishimiye iki gikorwa ku gipimo kiri hagati ya 25 na 50%. Uturere dutatu (Musanze, Gasabo na Kicukiro) abaturage bagaragaje ko bishimiye igikorwa cyo guhitamo abagenerwa bikorwa ba VUP ku gipimo kiri hasi ya 25%. Ibi bipimo biraterwa n'uko utu turere ari utwo mu mujyi bakaba ku ruhande rumwe badafite abaturage benshi barebwa n'iyi gahunda ariko ku rundi ruhande bakaba batanayizi

Nk'uko byagaragaye ku ishusho ya 30, serivisi zo kwita ku mibereho myiza y'abaturage biragaragara ko abaturage bazishimiye ku kigero kiri hasi. Muri ubu bushakashatsi abaturage bagaragaje ko aho bidakorwa neza biterwa n'akarengane ku gipimo kingana na 24.9%, uburangare bw'inzego z'ibanze ku gipimo kingana na 20.4%, ruswa ku gipimo kingana na 14.3% no kudasobanurirwa bihagije ku gipimo kingana na 10.4%.

7.3. IBIKWIYE KWITABWAHO MURI SERIVISI ZO KWITA KU MIBEREHO MYIZA Y'ABATURAGE

Mu biganiro mu matsinda mu gihe cy'ubushakashatsi no mu kugaragariza inzego z'ibanze ibyavuye mu bushakashatsi hari ibyagaragajwe ko bikeneye kwitabwaho. Muri ibyo harimo :

1. Buri karere gakwiye gushyiraho ingamba zifatika zo kunoza gahunda zo kwita ku mibereho myiza y'abaturage (Girinka, VUP, ubudehe), Minisiteri n'ibigo bishinzwe izi gahunda bagashyiraho gahunda ihoraho yo gukurikira ishyirwa mu bikorwa ryazo;
2. Guhangana na ruswa n'akarengane bivugwa muri servisi z'imibereho myiza;
3. Kongera ubukangurambaga mu gushishikariza abaturage umuco wo kwigira.

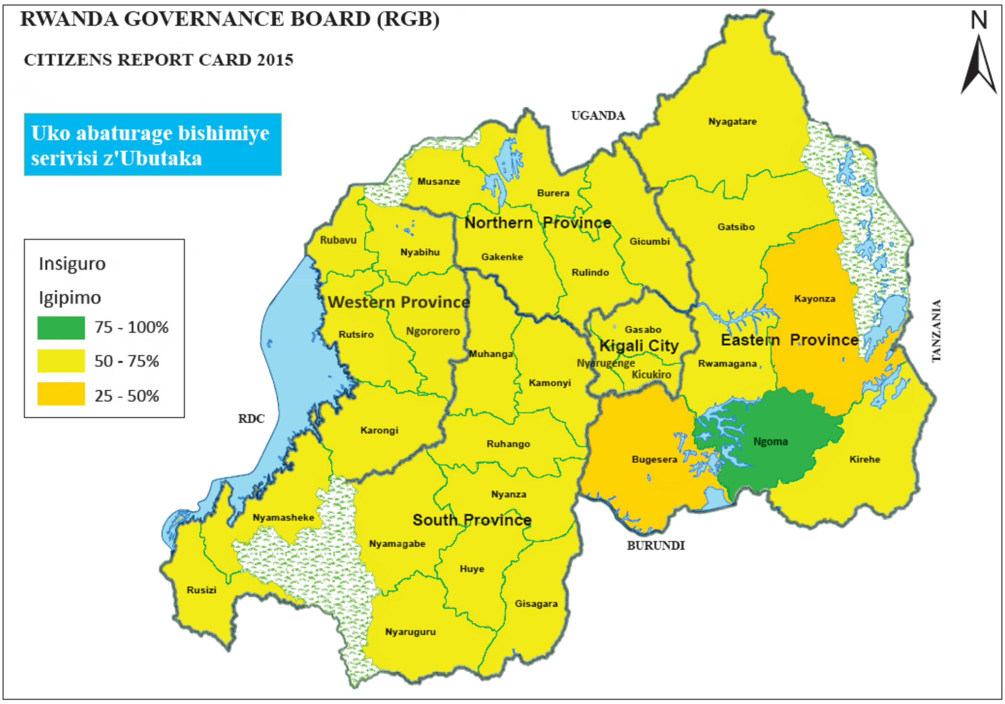
VIII. SERIVISI Z'UBUTAKA

Ubutaka niwo mutungo kamere w'abanyarwanda akenshi ukomoka ku murage w'ababyeyi. Imigendekere myiza ya serivisi z'ubutaka ishimangira imiyoborere myiza. Muri ubu bushakashatsi, abaturage babajijwe uburyo babona serisi z'ubutaka.

8.1. UKO ABATURAGE BISHIMIYE IMITANGIRE YA SERIVISI Z'UBUTAKA MURI RUSANGE

Abaturage babajijwe uko bishimiye serivisi z'ubutaka muri rusange. Bagaragaje ko bishimiye serivisi bahabwa mu bijyanye n'ubutaka ku gipimo kingana na 64.9%.

Ishusho 32: Uko abaturage bishimiye imitangire ya serivisi mu butaka muri rusange



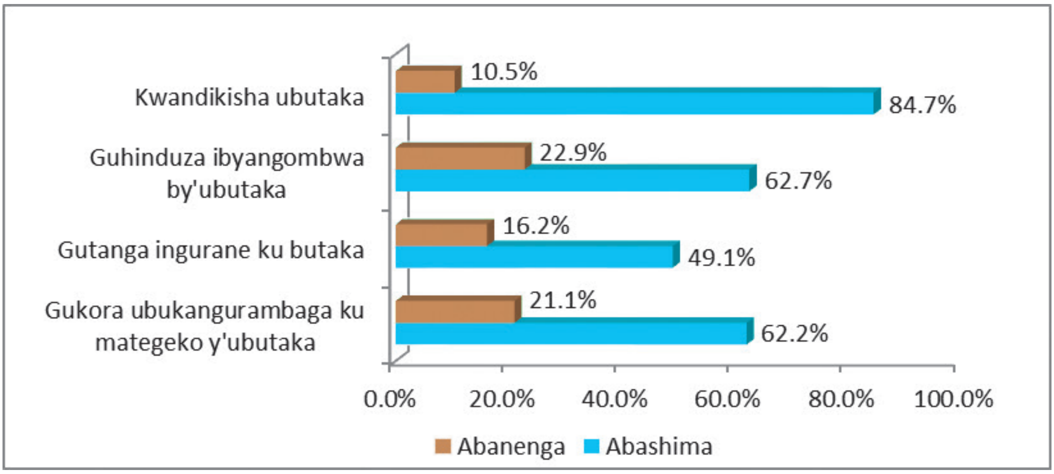
Aho byavuye: Anketi ya RGB, 2015

Ku rwego rw'igihugu, akarere ka Ngoma niko abaturage bagaragaje ko bishimiye serivisi bahabwa mu butaka ku gipimo kiri hejuru ya 75%, naho uturere twa Kayonza na Bugesera, abaturage bagaragaje ko bishimiye serivisi bahabwa mu butaka ku gipimo cyo hasi kiri hagati ya 25% na 50%. Utundi turere dusigaye, abaturage bagaragaje ko bishimiye serivisi bahabwa mu butaka ku gipimo kiri hagati ya 50% na 75%. Haracyakenewe ingufu mu kunoza serivisi z'ubutaka cyane ko ariwo mutungo abaturage benshi bacungiraho. Kuzibegereza bikaba bishobora kugabanya isiragira rya hato na hato n'imanza z'urudaca zishingiye ku butaka.

8.2. UKO ABATURAGE BISHIMIYE SERIVISI Z'UBUTAKA ZITANDUKANYE

Serivisi z'ubutaka abaturage babajijweho harimo: kwandikisha ubutaka, guhinduza ibyangombwa by'ubutaka, gukora ubukangurambaga ku mategeko arebana n'ubutaka no gutanga ingurane ku butaka. Ishusho ikurikira ikaba igaragaza uko bishimiye izo serivisi

Ishusho 33: Uko abaturage bishimiye serivisi z'ubutaka zitandukanye



Aho byavuye: Anketi ya RGB, 2015

Abaturage bagaragaje ko serivisi bahabwa mu kwandikisha ubutaka ariyo bishimiye cyane ku gipimo kingana na 84.7% naho izindi serivisi si cyane; guhinduza ibyangombwa by'ubutaka biri ku gipimo cya 62.7%, gukora ubukangurambaga ku mategeko y'ubutaka 62.2% naho gutanga ingurane ku butaka, biri ku gipimo kiri hasi ya 50 % (49.1%). Ibi bikaba biterwa nuko abagera kuri 34.7% bavuze ko batazi ibirebana n'ingurane ku butaka ibi bigashimangirwa n'umubare nawo utari muto w'abatishimiye ibirebana n'ubukangurambaga ku mategeko y'ubutaka (21.1%).

8.3. IBIKWIYE KWITABWAHO MURI SERIVISI Z'UBUTAKA

Mu biganiro mu matsinda mu gihe cy'ubushakashatsi no mu kugaragariza inzego z'ibanze ibyavuye mu bushakashatsi hari ibyagaragajwe ko bikeneye kwitabwaho muri serivisi zirebena n'ubutaka. Muri ibyo harimo:

1. Kwihutisha serivisi yo guhinduza ibyangomba by'ubutaka;
2. Kongera ubukangurambaga ku mategeko y'ubutaka;
3. Kongera ibikoresho byo gupima no gushushanya mu biro by'ubutaka;
4. Kwegereza abaturage serivisi ya noteri w'ubutaka.

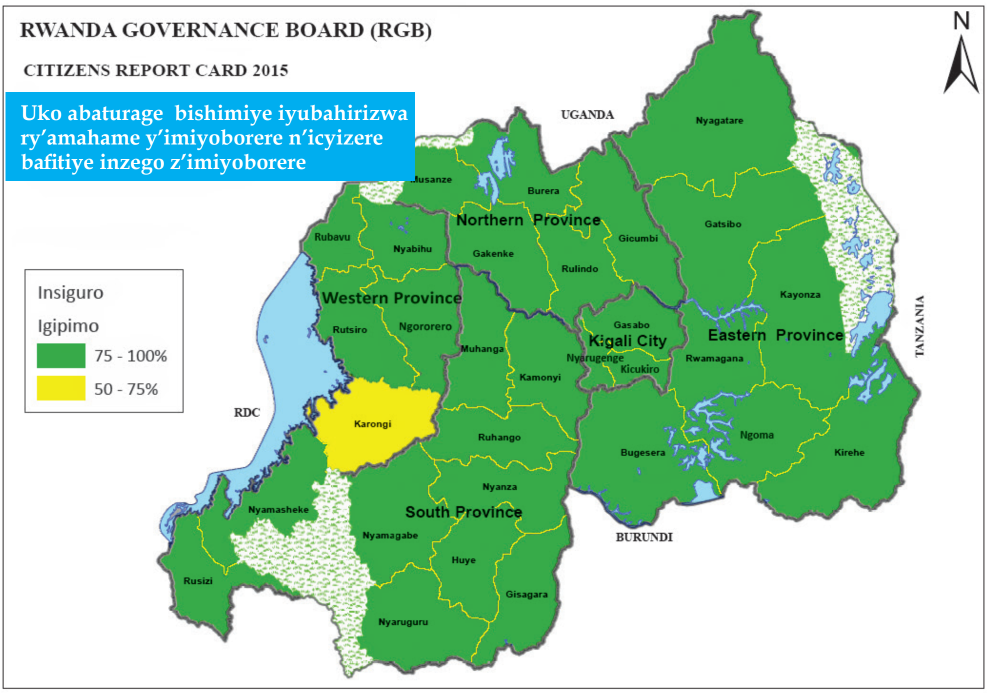
IX. IYUBAHIRIZWA RY'AMAHAME Y'IMIYOBORERE N'ICYIZERE KU NZEGO Z'IMIYOBORERE

Uko abaturage bayobowe n'imibanire yabo ni bimwe mu biranga imiyoborere myiza. Muri ubu bushakashatsi, abaturage basabwaga kugira icyo bavuga ku miyobore n'imibanire y'abanyarwanda aho batuye.

9.1. UKO ABATURAGE BISHIMIYE IYUBAHIRIZWA RY'AMAHAME Y'IMIYOBORERE, N'ICYIZERE BAFITIYE INZEGO Z'IMIYOBORERE

Muri rusange, ababajijwe bagaragaje ko bishimiye iyubahirizwa ry'amahame y'imiyoborere ndetse bafitiye icyizere inzego zimiyoborere ku gipimo cya 89.4%.

Ishusho 34 : Uko abaturage bishimiye iyubahirizwa ry'amahame y'imiyoborere n'icyizere bafitiye inzego z'imiyoborere muri rusange



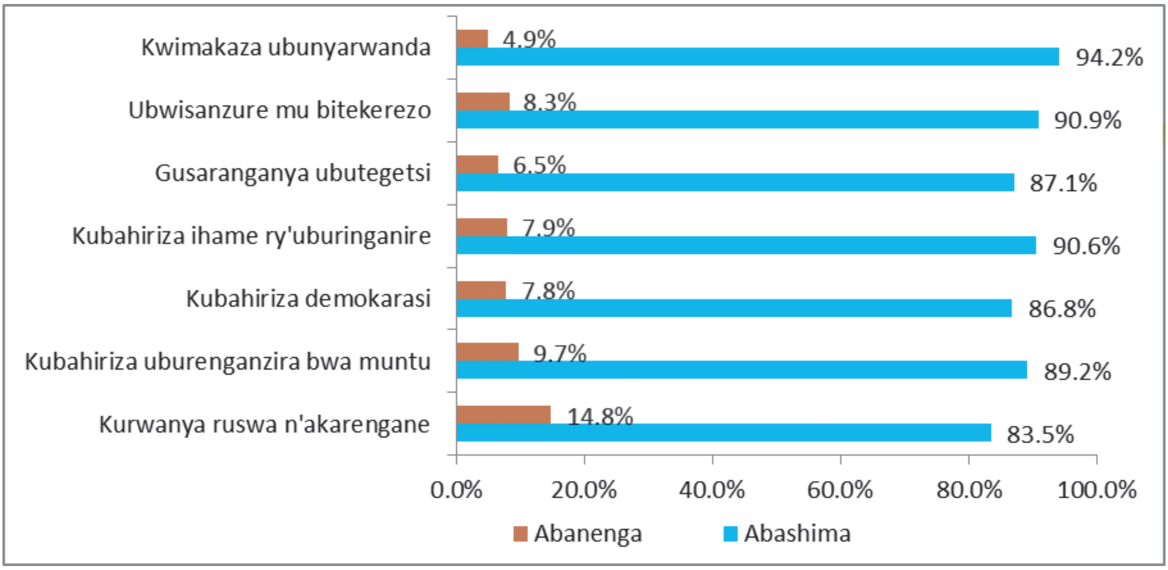
Aho byavuye: Anketi ya RGB, 2015

Ku rwego rw'Igihugu, uretse akarere ka Karongi, aho abaturage bagaragaje ko bishimiye iyubahirizwa ry'amahame y'imiyoborere ndetse bafitiye icyizere inzego z'imiyoborere ku gipimo kiri munsi ya 75%, mu tundi turere twose, abaturage bagaragaje ko bishimye ku gipimo kiri hejuru ya 75% nk'uko bigaragara ku ishusho iri hejuru.

9.2. UKO ABATURAGE BISHIMIYE IYUBAHIRIZWA RY'AMAHAME Y'IMIYOBORERE

Abaturage babajijwe uko babona iyubahirizwa ry'amahame y'imiyoborere harimo: kurwanya ruswa n'akarengane, iyubahirizwa ry'uburenganzira bwa muntu, iyubahirizwa rya demokarasi, iyubahirizwa ry'ihame ry'uburinganire, isaranganywa ry'ubutegetsi, ubwisanzure bwabo mu gutanga ibitekerezo, kwimakaza ubunyarwanda.

Ishusho 35: Uko abaturage bishimiye iyubahirizwa ry'amwe mu mahame y'imiyoborere



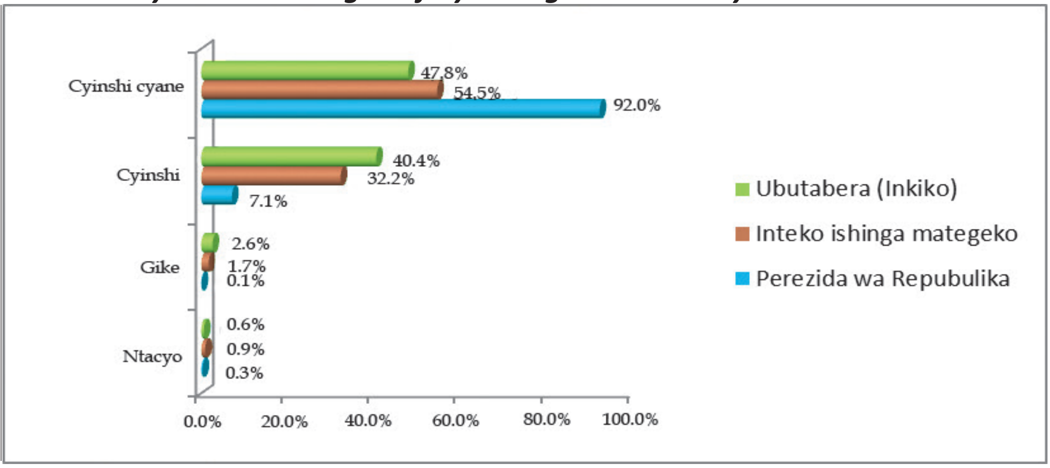
Aho byavuye: Anketi ya RGB, 2015

Nk'uko iyi shusho ibigaragaza, abaturage bagaragaje ko bishimiye iyubahirizwa ry'amahame y'imiyoborere ku gipimo kiri hejuru ya 80%. Ibi bikaba bigaragaza intambwe igaragara imaze guterwa mu miyoborere ibereye abaturage.

9.3. ICYIZERE ABATURAGE BAFITIYE INZEGO ZITANDUKANYE

Abaturage babajijwe kandi icyizere bafitiye inzego zitandukanye zirimo Perezida wa Repubulika, inteko ishinga amategeko n'ubutabera (inkiko) bikaba bigaragazwa n'ishusho ikurikira.

Ishusho 36: Icyizere abaturage bafitiye inzego zitandukanye



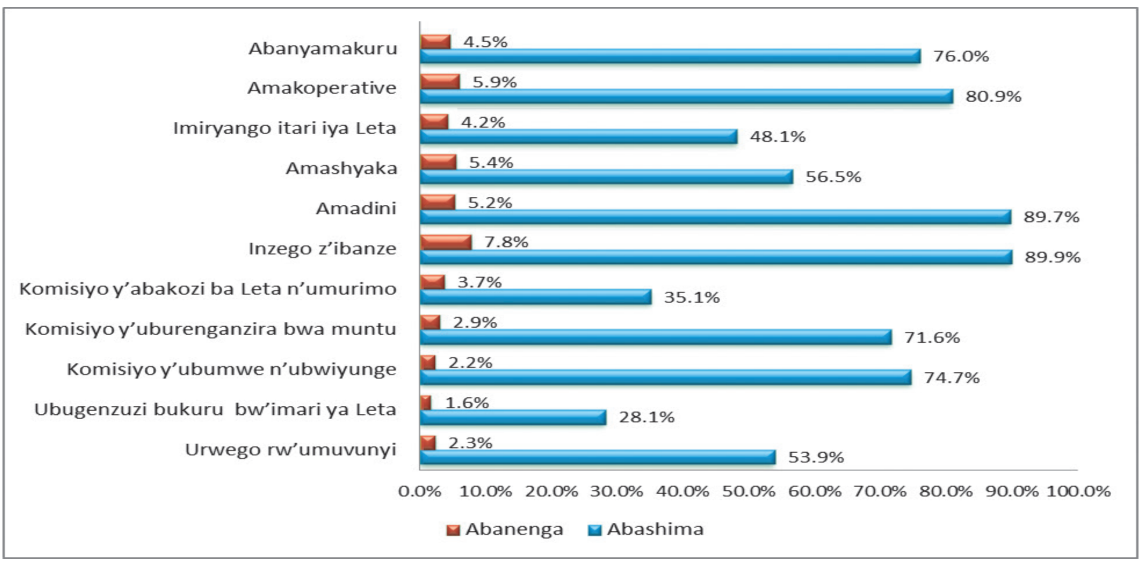
Aho byavuye: Anketi ya RGB, 2015

Nk'uko ishusho iri hejuru ibyerekana abaturage bafitiye icyizere cyinshi cyane Perezida wa Repubulika ku gipimo kiri hejuru ya 99% uhuje abavuga ko ari cyinshi na cyinshi cyane, inkiko kiri kuri zikurikiraho ku gipimo cya 88.2%, naho icyizere bafitiye inteko ishinga amategeko kiri kuri 86.7%. Ibi bigaraza ko abaturage bamaze kwibonamo ubuyobozi mu buryo bugaragara.

9.4. IMIKORERE Y'INZEGO ZA LETA MU MIBANIRE Y'ABANYARWANDA

Muri ubu bushakashatsi twifuje kandi kumenya uko abaturage babona imikorere ya zimwe mu nzego za Leta n'imibanire y'abanyarwanda

Ishusho 37: Uko abaturage bashima inzego za Leta mu mibanire y'abanyarwanda.



Aho byavuye: Anketi ya RGB, 2015

Abaturage bagaragaje kandi ko bishimiye imikorere y'inzego z'ibanze mu mibanire y'abanyarwanda ku gipimo kingana na 89.9%, amadini ku gipimo kingana na 89.7%, amakoperative ku gipimo kingana na 80.9%, abanyamakuru ku gipimo kingana na 76.0%, Komisiyo y'ubumwe n'ubwiyunge ku gipimo kingana na 74.7%, Komisiyo y'uburenganzira bwa muntu ku gipimo kingana na 71.6%, amashyaka /imitwe ya politiki ku gipimo kingana na 56.5%, Urwego rw'umuvunyi ku gipimo kingana na 53.9%, Imiryango itari iya Leta ku gipimo kingana na 48.1% na Komisiyo y'abakozi ba Leta n'umurimo ku gipimo kingana na 35.1%. Biragaragara ko Ubugenzuzi bukuru bw'imari ya Leta, Imiryango itari iya Leta na Komisiyo y'abakozi ba Leta n'umurimo bitazwi neza n'abaturage.

Abaturage babajijwe kandi aho bakura amakuru arebana na gahunda za Leta n'uburyo babyishimiye, ndetse n'ubwisanzure bw'abanyamakuru. Bagaragaje ko kuri Radiyo ariho bakura amakuru arebana na gahunda za Leta ku gipimo kingana na 85.2%, mu matangazo ya Leta ku gipimo kingana na 61.1%, mu binyamakuru bya Leta ku gipimo kingana na 15.6% cyangwa se kuri Televiziyo ku gipimo kingana na 15.5%. Abagaragaje ko bakura amakuru arebana na gahunda za Leta kuri murandasi bari ku gipimo kingana na 10.9%. Biragaragara ko Murandasi / Internet itarasakara cyane mu baturage hamwe na Televiziyo ndetse n'ibinyamakuru bya Leta. Abaturage bagaragaje kandi ko abanyamakuru bakorera mu bwisanzure ku gipimo kingana na 69.4%.

9.5. IBIKWIYE KWITABWAHO

N'ubwo bigaragara ko abaturage bishimiye iyubahirizwa ry'amahame y'imiyoborere n'icyizere bafitiye inzego z'imiyoborere hari ibikeneye kwitabwaho harimo :

1. Kurwanya ruswa ikigaragara mu nzego z'ubuyobozi;
2. Inzego z'ubuyobozi bigaragara ko zitazwi n'abaturage, zari zikwiye kongera imbaraga mu kwimenyekanisha.

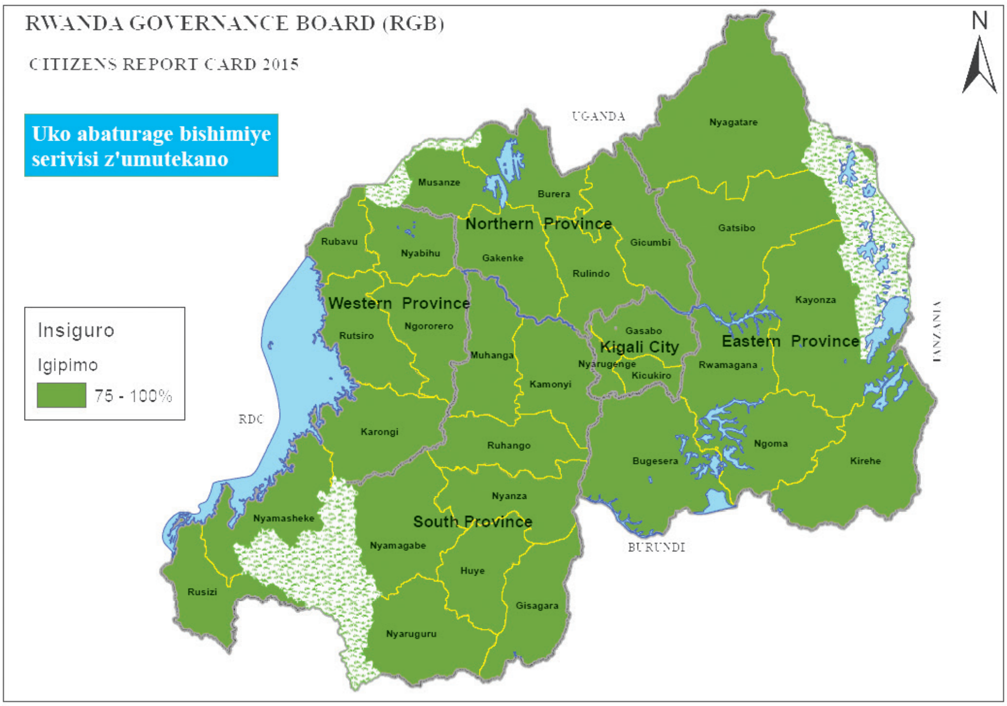
X. INZEGO Z'UMUTEKANO

Umutekano niwo shingiro rya byose. Bityo, imiyoborere myiza ntiyagerwaho niba umutekano ukemangwa. Muri ubu bushakashatsi, abaturage bagaragaje ibitekerezo byabo ku byerekeranye n'umutekano w'aho batuye.

10.1. UKO ABATURAGE BISHIMIYE SERIVISI ZIREBANA N'UMUTEKANO MURI RUSANGE

Muri rusange, abaturage bagaragaje ko bishimiye servisi z'umutekano ku gipimo kingana na 86.5%.

Ishusho 38: Uko abaturage bishimiye serivisi zirebana n'umutekano muri rusange



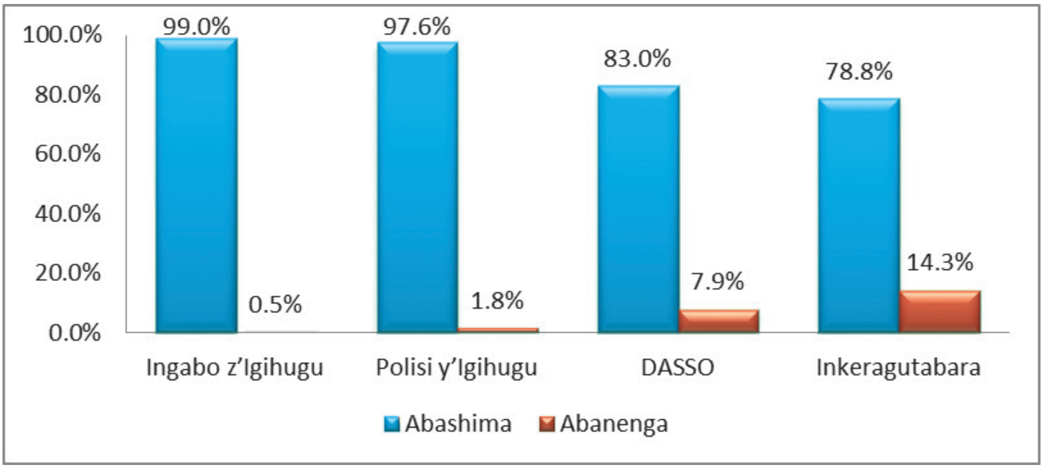
Aho byavuye: Anketi ya RGB, 2015

Ku rwego rw'Igihugu, mu turere twose, abaturage bagaragaje ko bishimiye servisi z'umutekano bahabwa ku gipimo kiri hejuru ya 75% nk'uko bigaragara ku ishusho iri hejuru. Biragaragara ko abaturage bishimiye serivisi zirebana n'umutekano bahabwa n'ubwo hari aho bavuga ko hari ahakiboneka ikoreshwa ry'ibiyobyabwenge n'inzoga z'inkorano bikurura urugomo bigateza umutekano muke.

10.2. ICYIZERE ABATURAGE BAFITIYE INZEGO Z'UMUTEKANO

Kugirango abaturage bagire umutekano usesuye batozwa kandi kuwusigasira bafatanyije n'inzego z'umutekano zirimo ingabo z'igihugu, Polisi y'igihugu, DASSO n'inkeragutabara. Tukaba twarababajije icyizere bafitiye izo nzego.

Ishusho 39: Icyizere abaturage bafitiye inzego z'umutekano



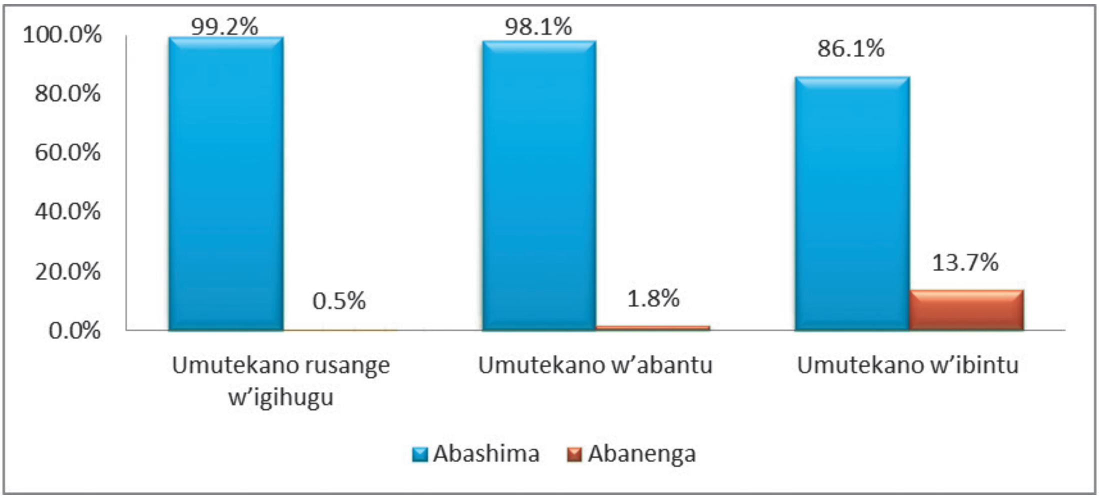
Aho byavuye: Anketi ya RGB, 2015

Nk'uko bigaragazwa n'iyi shusho, abaturage bagaragaje ko bafitiye icyizere cyinshi cyane ingabo z'igihugu ku gipimo kingana na 99.0%, Polisi y'igihugu ku gipimo kingana na 97.6%, DASSO ku gipimo kingana na 83.0% n'Inkeragutabara ku gipimo kingana na 78.8%. Abanenga ingabo na polisi bagera kuri 2% gusa mu gihe abanenga DASSO bari ku gipimo cya 7.9% naho inkeragutabara barazinenga ku kigero cya 14.3%. Biragaragara ko abaturage bagenda bagabanya kwishimira imikorere y'inzego z'umutekano zo hasi bigaterwa ahanini n'uko ari inzego zicyiyubaka.

10.3 UKO UMUTEKANO W'IGIHUGU, UW'ABANTU N'UW'IBINTU WIFASHE

Muri ubu bushakashatsi kandi turagaragaza uko abaturage babona umutekano rusange w'Igihugu, umutekano w'abantu n'umutekano w'ibintu.

Ishusho 40: Uko abaturage babona umutekano rusange w'Igihugu, uw'abantu n'uw'ibintu



Aho byavuye: Anketi ya RGB, 2015

Nk'uko bigaragazwa n'iyi shusho, abaturage bagaragaje ko bishimiye cyane umutekano rusange w'Igihugu ku gipimo kingana na 99.2%, umutekano w'abantu ku gipimo kingana na 98.1%, naho umutekano w'ibintu bawishimiye ku gipimo kingana na 86.1%. Abanenga umutekano w'ibintu bagera ku gipimo cya 13.7% biturutse ku bujura buto buto bukigaragara hamwe na hamwe. Ibi nibyo bituma haboneka abanenga imikorere y'inkeragutabara nk'urwego rushinzwe kubungabunga umutekano w'ibintu by'abaturage aho batuye.

10.4 IBIKWIYE KWITABWAHO MU NZEGO Z'UMUTEKANO

Nubwo bigaragara ko abaturage bishimiye imikorere y'inzego z'umutekano ntidukwiye kwirara kuko hari ibyo abaturage bagaragaje ko bikwiye kwitabwaho harimo ibikurikira:

1. Hakwiye gufatwa ingamba zo kunoza imikorere y'inzego z'inkeragutabara na DASSO kugira ngo abaturage barusheho kuzigirira icyizere;
2. Gushyiraho ingamba zo guhangana n'ubujura bukigaragara hamwe na hamwe.

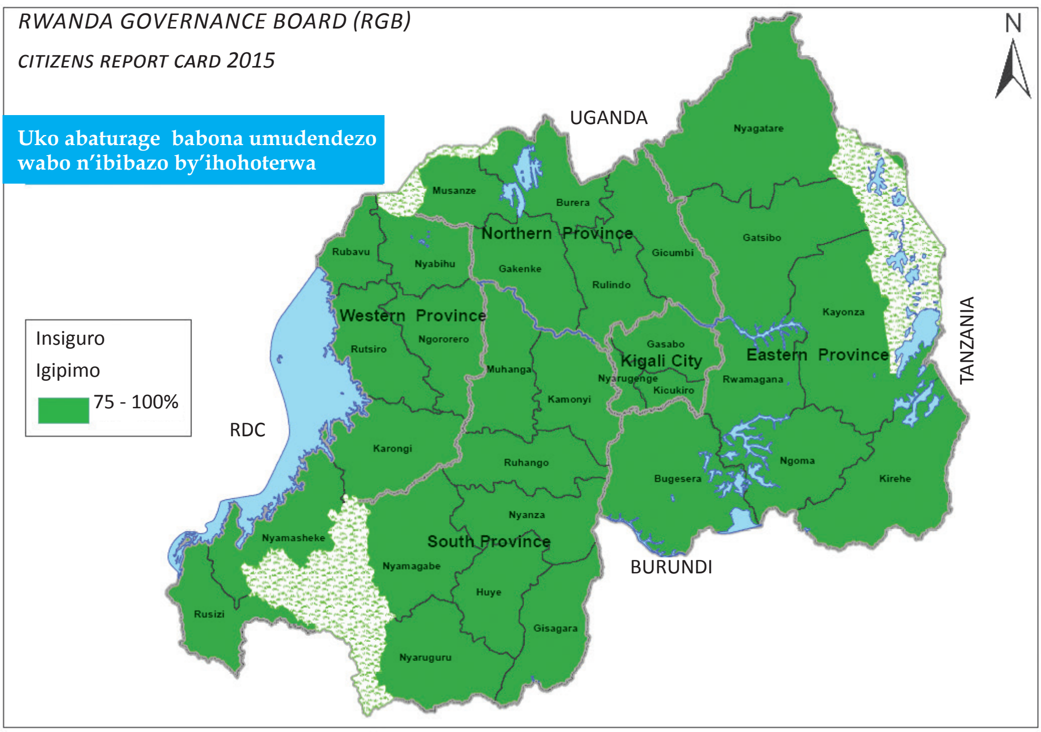
XI. UMUDENDEZO W'ABATURAGE N'IBIBAZO BY'IHOHOTERWA

Ihohoterwa harimo n'irishingiye ku gitsina, bigenda birushaho gukwirakwira no guhindura isura bitewe n'iterambere bigahungabanya umudendezo w'abaturage. Muri ubu bushakashatsi, twashatse kumenya uko abaturage babona umudendezo wabo n'ihohoterwa.

11.1 UKO ABATURAGE BABONA UMUDENDEZO WABO N'IBIBAZO BY'IHOHOTERWA MURI RUSANGE

Ntiwavuga umutekano ngo wibagirwe kuvuga ku birebana n'ibibazo by'ihohoterwa. Muri ubu bushakashatsi abaturage babajijwe uburyo babona ibirebana n'umudendezo wabo n'ihohoterwa uko bihagaze. Muri rusange 86.9% by'ababajijwe bavuze ko nta bibazo by'ihohoterwa bihari.

Ishusho 41: Uko abaturage babona umudendezo wabo n'ibibazo by'ihohoterwa muri rusange



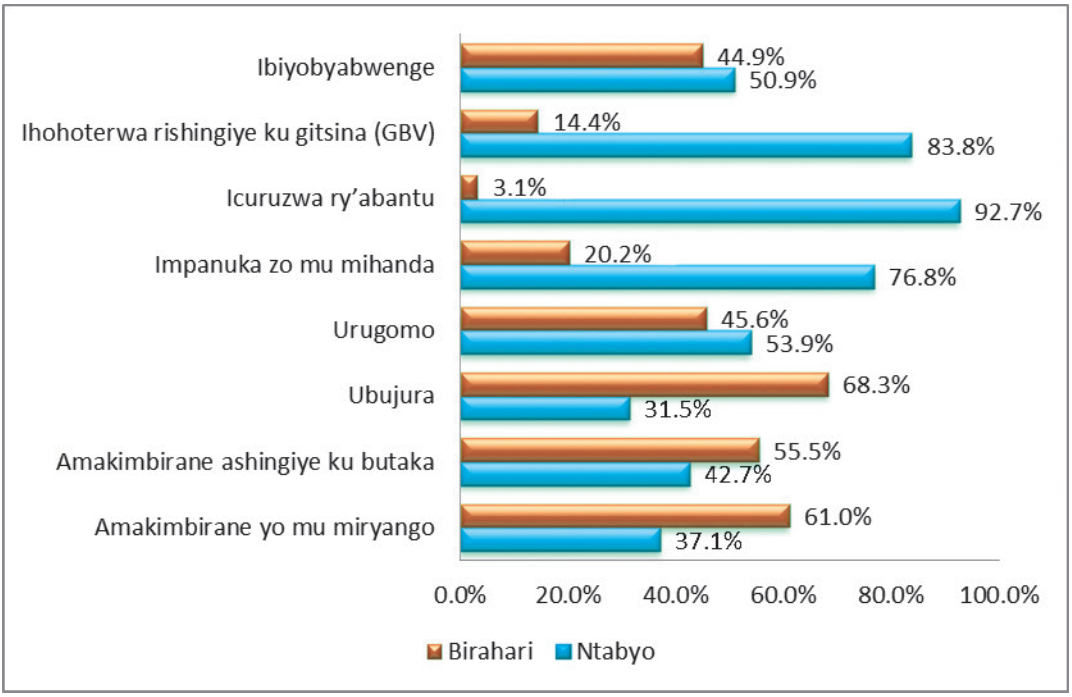
Aho byavuye: Anketi ya RGB, 2015

Nk'uko iyi shusho ibigaragaza mu turere twose biragaragara ko hejuru ya 75% bavuga ko nta hohoterwa rihari.

11.2 UKO ABATURAGE BABONA IBIBAZO BIHUNGABANYA UMUDENDEZO

Abaturage babajijwe uko babona ibibazo bihungabanya umudendezo birimo gufata ku ngufu, ihohoterwa rishingiye ku mutungo, gukubita no gukomeretsa hamwe no guhoza ku nkeke. Babajijwe uko babona amakimbirane mu ngo, amakimbirane ashingiye ku butaka, ubujura, urugomo, impanuka zo mu mihanda, icuruzwa ry'abantu, ihohoterwa rishingiye ku gitsina n'ibiyobyabwenge.

Ishusho 42: Uko abaturage babona ibibazo bihungabanya umudendezo

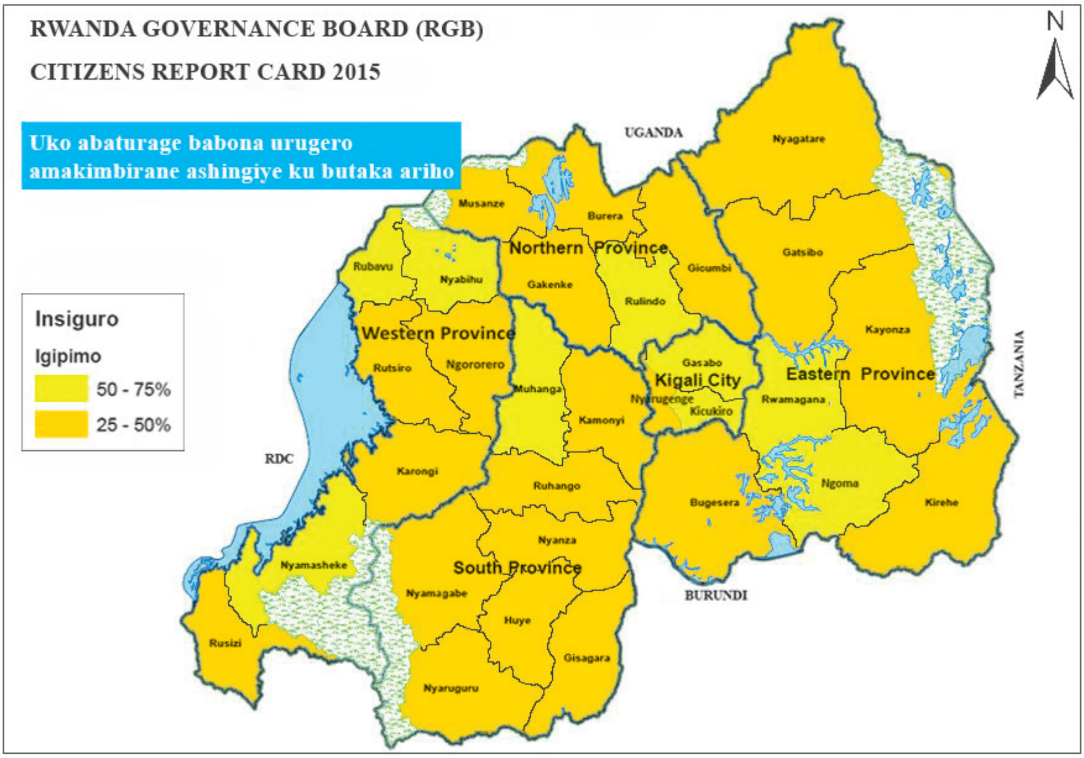


Aho byavuye: Anketi ya RGB, 2015

Abaturage babajijwe bagaragaje ko ihohoterwa rishingiye ku gitsina rihari ku gipimo kingana na 14.4%, icuruzwa ry'abantu rihari ku gipimo kingana na 3.1%, impanuka zo mu muhanda zihari ku gipimo kingana na 20.2%, urugomo ruhari ku gipimo kingana na 45.6%, amakimbirane mu miryango ahari ku gipimo kingana na 61.0%, amakimbirane ashingiye ku butaka ahari ku gipimo kingana na 55.5%, ibiyobyabwenge bihari ku gipimo kingana na 44.9% n'ubujura buhari ku gipimo kingana na 68.3%.

Biragaragara ko ubujura, amakimbirane mu miryango n'amakimbirane ashingiye ku butaka aribyo abaturage bagaragaje ko bihari kurusha ibindi, ku gipimo kiri hejuru ya 50%. Inzego z'ibanze n'iz'umutekano zikaba zikwiye kubikurikiranira hafi.

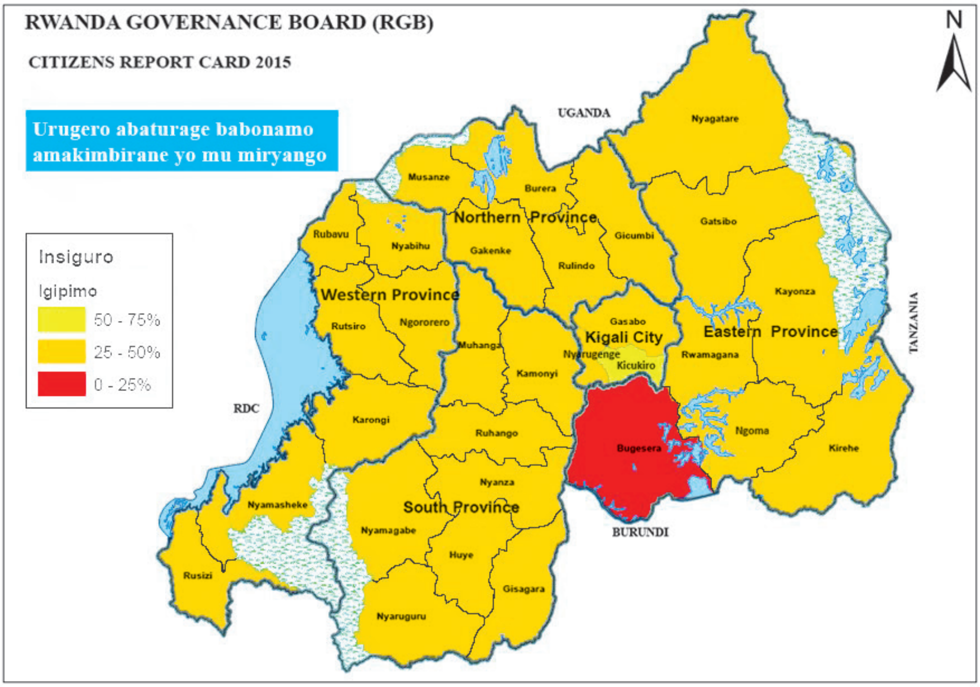
Ishusho 43: Amakimbirane ashingiye ku butaka



Aho byavuye: Anketi ya RGB, 2015

Iyi shusho iragaragaza ko mu turere 8/30 (Rubavu, Nyabihu, Nyamasheke, Muhanga, Rulindo, Gakenke, Rwamagana na Ngoma) abaturage bavuga ko amakimbirane ashingiye ku butaka ahari ku gipimo cya kiri hejuru ya 50% naho 22/30 dusigaye bavuga ko ahari ku kigero kiri munsi ya 50%. Haracyakenewe ingufu nyinshi ngo amakimbirane ashingiye ku butaka ashire.

Ishusho 44: Amakimbirane yo mu miryango



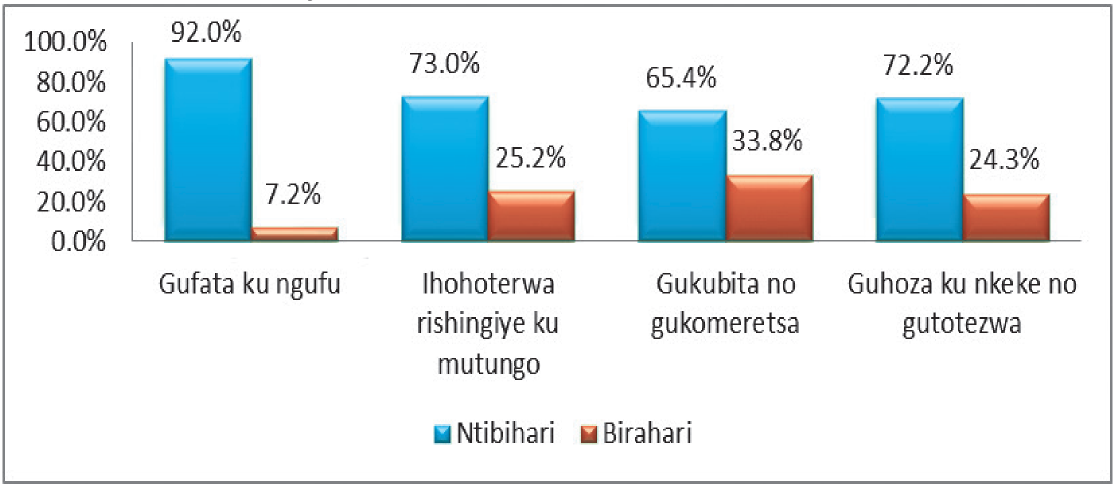
Aho byavuye: Anketi ya RGB, 2015

Mu karere ka Kicukiro niho abaturage bagaragaje ko amakimbirane yo mu miryango ahari ku gipimo kiri hejuru ya 50%. Mu karere ka bugesera amakimbirane yo mu miryango ari hasi cyne ku gipimo kiri hasi ya 25%. Utundi turere dusigaye 28/30 abaturage bavuze ko amakimbirane ashingiye ku butaka ari ku kigero kiri hagati ya 25% na 50%. Naho hakeneye ingufu.

11.3 UBWIGANZE BW'IBIBAZO BY'IHOHOTERWA BITANDUKANYE

Muri ubu bushakashatsi kandi abaturage bagaragaje uko babona bimwe mu bibazo byiganje aho batuye birebana n'ihohoterwa harimo gufata ku ngufu, ihohoterwa rishingiye ku mutungo, gukubita no gukomeretsa, guhoza ku nkeke no gukomeretsa.

Ishusho 45: Uko abaturage babona ubwiganze bw'ibibazo by'ihohoterwa bitandukanye



Aho byavuye: Anketi ya RGB, 2015

Nk'uko bigaragazwa n'iyi shusho gukubita no gukomeretsa nibyo biza ku isonga mu bibazo birebana n'ihohoterwa aho biri ku gipimo cya 33.8%, hakurikiraho ihohoterwa rishingiye ku mutungo ku gipimo cya 25.2%, guhoza ku nkeke no gutotezwa biri ku gipimo cya 24.3%. Gufata ku ngufu biri ku gipimo kiri hasi (7.2%). Ibyo abaturage bagaragaje ko byiganje ni nabyo usanga bivamo imfu za hato na hato iyo bidakurikiranwe hakiri kare. Inzego z'ibanze ndetse n'iz'umutekano zikaba zigomba gushyira ingufu mu gukurikirana ibitera urwo rugomo no gushyiraho ingamba zo kubikumira.

11.4 IBIKWIYE KWITABWAHO

Nubwo ubushakashatsi bwerekanye ko abaturage bishimiye umudendezo wabo ndetse ko ibibbazo by'ihohoterwa ari bike hari ibyo bagaragaje ko bikwiye kwitabwaho harimo ibikurikira:

1. Gushyiraho ingamba zo kurwanya ikoreshwa ry'ibiyobyabwenge n'inzoga z'inkorano;
2. Ibibazo by'amakimbirane ashingiye ku mutungo cyangwa ku mibanire bikeneye kwitabwaho by'umwihariko.

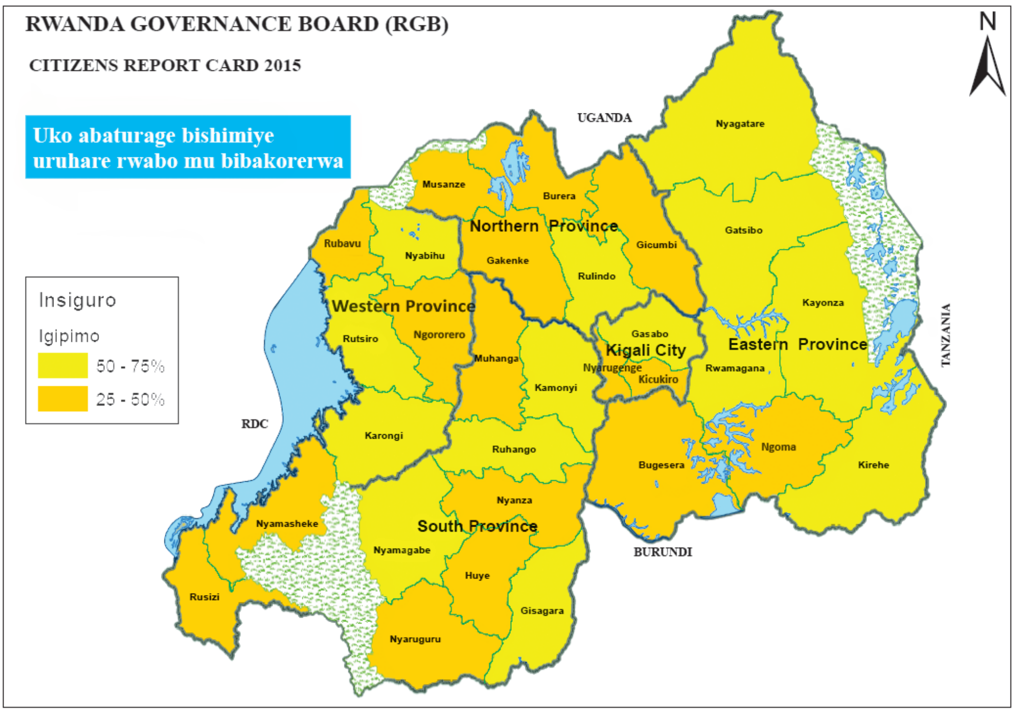
XII. URUHARE RW'ABATURAGE MU BIBAKORERWA

Uruhare rw'abaturage mu bibakorerwa ni ngombwa kugira ngo ibikorwa bibe bibafitiye akamaro, kandi n'abo bikorerwa babyibonemo. Muri ubu bushakashatsi, abaturage basabwaga kugaragaza uruhare babona bagira mu bibakorerwa.

12.1 UKO ABATURAGE BISHIMIYE URUHARE RWABO MU BIBAKORERWA MURI RUSANGE

Muri ubu bushakashatsi, abaturage babajijwe uko babona uruhare rwabo muri gahunda za Leta zinyuranye haba izirebana n'imiyoborere ndetse n'izirebana no kwita ku mibereho myiza y'abaturage. Abaturage bagaragaje ko bishimiye uruhare bagira mu bibakorerwa muri rusange ku gipimo kingana na 51.0%.

Ishusho 46: Uko abaturage bishimiye uruhare bagira mu bibakorerwa muri rusange

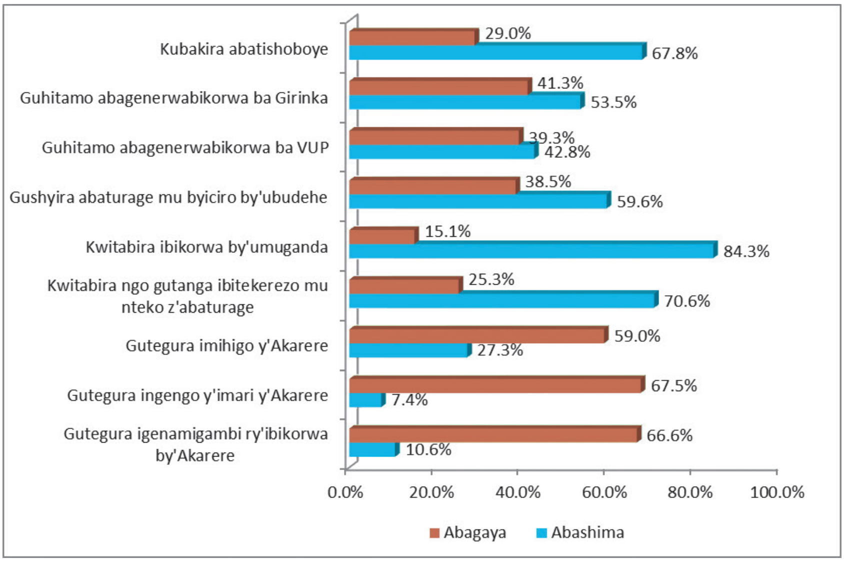


Aho byavuye: Anketi ya RGB, 2015

Ku rwego rw'igihugu, uturere cumi na dutatu (13) nitwo abaturage bagaragaje ko bishimiye uruhare bagira mu bibakorerwa ku gipimo kiri hagati na 50% na 75%, naho uturere cumi na turindwi (17) abaturage bagaragaje ko bishimiye uruhare bagira mu bibakorerwa ku gipimo kiri hagati ya 25% na 50% nk'uko bigaragara ku ishuso iri hejuru.

Ibi biragaragaza ko hagikenewe imbaraga nyinshi mu kuzamura uruhare rw'abaturage cyane ko aribo bafatanyabikorwa ba mbere mu bikorwa byose.

Ishusho 47: Uko abaturage bishimiye uruhare bagira mu bibakorerwa hakurikijwe Intara



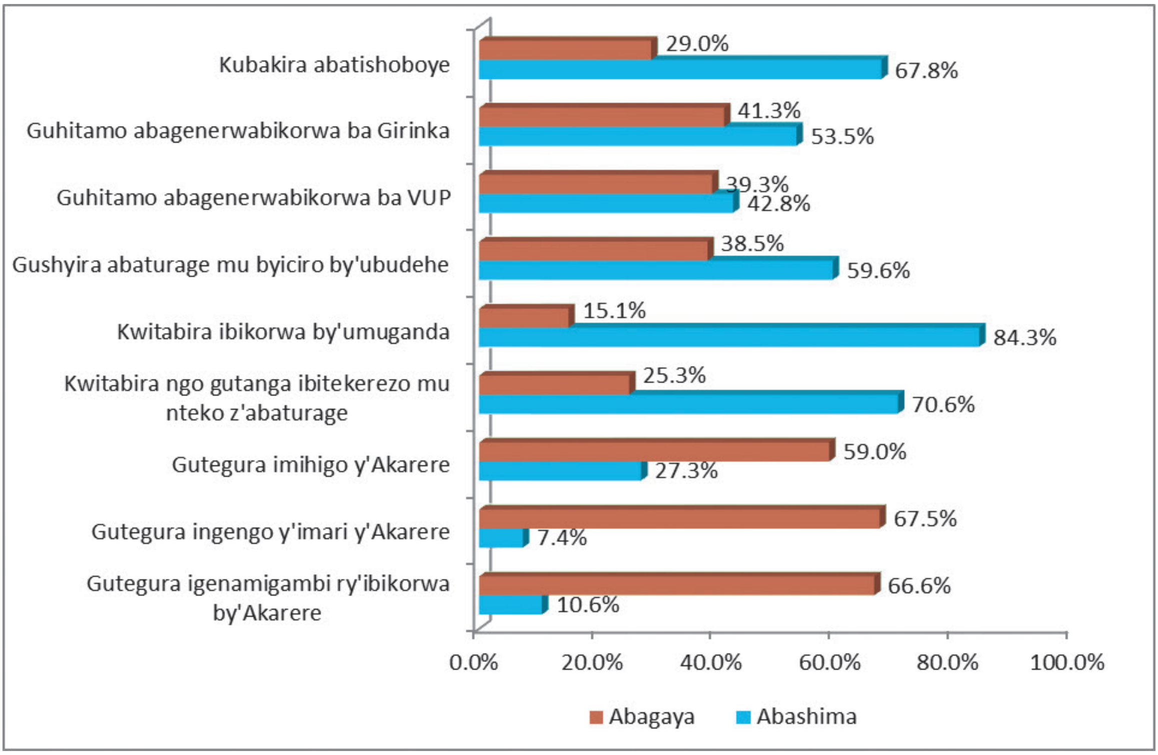
Aho byavuye: Anketi ya RGB, 2015

Ku rwego rw'Intara, aho abaturage bagaragaje ko bishimiye uruhare bagira mu bibakorerwa kurusha ahandi ni Intara y'Amajyaruguru, aho bari ku gipimo kingana na 54.8%, bagakurikirwa n'Intara y'Iburasirazuba, aho abashima bari ku gipimo kingana na 54.0%. Abatishimiye uruhare bagira mu bibakorerwa kurusha abandi, ni mu Mujyi wa Kigali, aho abagaya bari ku gipimo kingana na 45.1%, bagakurikirwa n'Intara y'Iburengerazuba, aho abagaya bari ku gipimo kingana na 44.4%

12.2 UKO ABATURAGE BISHIMIYE URUHARE RWABO MURI GAHUNDA ZA LETA ZINYURANYE

Abaturage babajijwe uruhare bagira muri gahunda za Leta zinyuranye harimo gutegura igenamigambi ry'ibikorwa by'Akarere, gutegura ingengo y'imari y'Akarere, gutegura imihigo y'Akarere, gushyira abaturage mu byciro by'ubudehe, guhitamo abagenerwabikorwa ba VUP, guhitamo abagenerwabikorwa ba Girinka, kubakira abatishoboye, n'ibindi. Muri rusange abashima bari ku kigero cya 51.0% naho abagaya bari ku kigero cya 41.3%.

Ishusho 48: Uko abaturage bishimiye uruhare rwabo muri gahunda za Leta zinyuranye

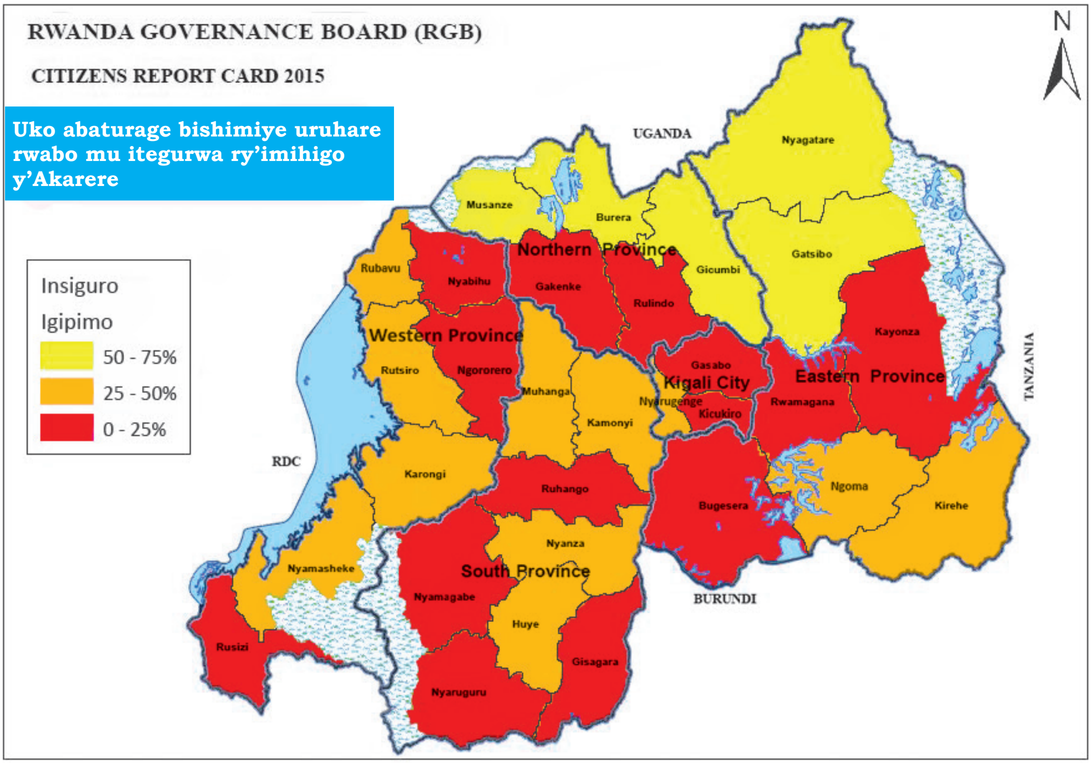


Aho byavuye: Anketi ya RGB, 2015

Nk'uko bigaragara ku ishusho, uruhare rw'abaturage barwishimiye cyane cyane mu kwitabira ibikorwa by'umuganda ndetse no gutanga ibitekerezo ku gipimo kiri hejuru ya 70%. Abaturage ntibishimiye uruhare rwabo cyane cyane mu gutegura ingengo y'imari, gutegura igenamigambi ry'ibikorwa ndetse no gutegura imihigo y'Akarere, biragaragazwa nuko abagaya bari ku gipimo kiri hejuru ya 50% kuri izi gahunda zivuzwe.

Mu bikorwa bishimiye uruhare rwabo harimo kwitabira umuganda no gutanga ibitekerezo mu nteko z'abaturage biri ku gipimo kiri hejuru ya 70%. Mu rwego rwo kurushaho guha abaturage uruhare mu bibakorerwa, ni ngombwa ko abaturage bagira uruhare rugaragara guhera mu iteganyabikorwa, ishyirwa mu bikorwa no kubungabunga ibyakozwe binyuze mu bajyanama kuko nibwo babyibonamo.

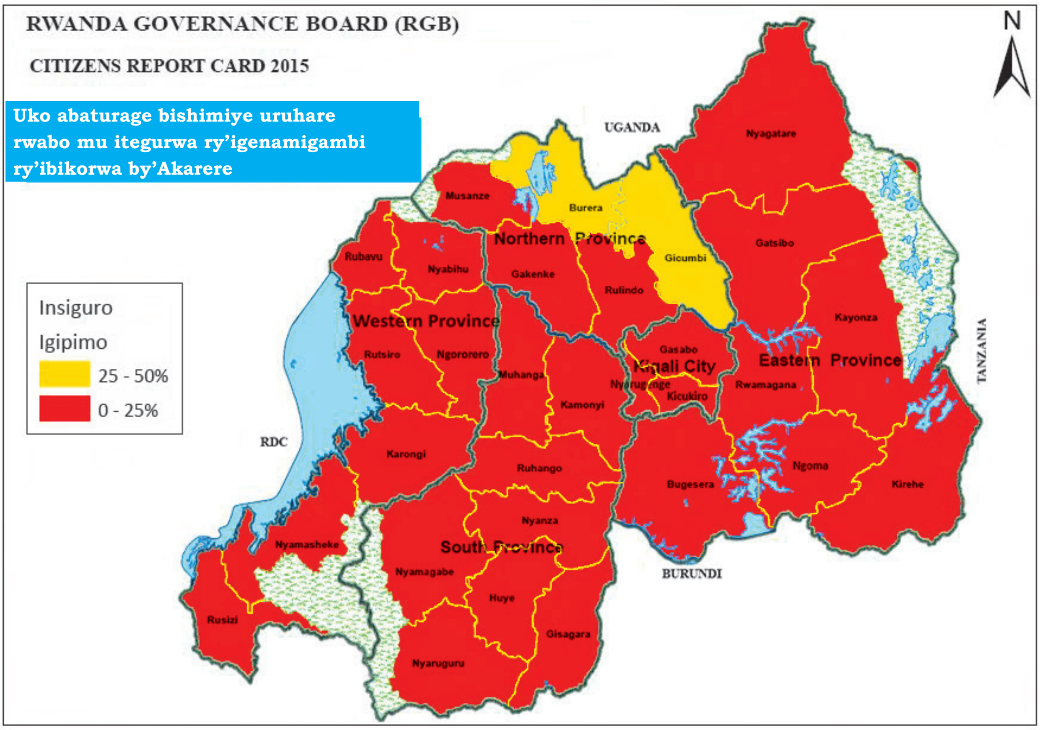
Ishusho 49: Uruhare rw'abaturage mu itegurwa ry'imihigo y'Akarere



Aho byavuye: Anketi ya RGB, 2015

Nk'uko iyi shusho ibigaragaza mu turere 5/30 (Nyagatare, Musanze, Burera, Gatsibo na Gicumbi) niho abaturage bavuze ko bagira uruhare mu itegurwa ry'imihigo y'Akarere ku kigero kiri hagati ya 50 na 75%. Uturere 10/30 abaturage bavuze ko bagira uruhare ku gipimo kiri hagati ya 25% na 50% naho ½ ni ukuvuga uturere 15/30 abaturage bavuze ko bishimiye uruhare bagira mu gutegura imihigo y'Akarere ku gipimo kiri munsi ya 25%. Ibi biragaragaza ko abaturage batagira uruhare rugaragara mu mihigo kandi aribo baba bagomba kuzayesa.

Ishusho 50: Uruhare rw'abaturage mu itegurwa ry'igenamigambi ry'ibikorwa by'Akarere



Aho byavuye: Anketi ya RGB, 2015

Ishusho iragaragaza ko abaturage bishimiye uruhare rwabo mu itegurwa ry'igenamigambi ry'ibikorwa by'Akarere ku gipimo kiri munsi ya 50%. Harimo tubiri (Gcumbi na Burera) abaturage bavuga ko bishimira uruhare rwabo hagati ya 25 na 50% utundi ni munsi ya 25%. Hakenewe igufu nyinshi mu guha umuturage uruhare rugaragara mu kugaragaza ibikorwa bikeneye kwibandwaho mu karere kabo.

12.3 IBIKWIYE KWITABWAHO

Abaturage ntibishimiye uruhare bagira mu bibakorerwa cyane cyane muri gahunda za Leta bikagaragazwa n'uko hafi 2/3 by'uturere twose abaturage bagaragaza ko batishimiye uruhare rwabo mu bibakorerwa. Hari ibikeneye kwitabwaho ngo uruhare ruzamuke harimo ibikurikira:

1. Hakwiye gushyirwaho ingamba zo kuzamura uruhare rw'abaturage; haba mu itegurwa, mu ishyirwa mu bikorwa ndetse no mu isuzuma ry'ibyo bikorwa;
2. Urwego rwa njyanama rukwiye gusobanurira abaturage uruhare rwabo mu bibakorerwa.

IMBONERAHAMWE KU ISHUSHO Y'UKO ABATURAGE BABONA IMIYOBORERE IBABEREYE N'IMITANGIRE YA SERIVISI MU TURERE TWOSE TW'IGIHUGU

Ibyiciro / Uturere	Umutekano	Imikorere y'inzego z'ibanze	Iyubahirizwa ry'amahame y'imiyoborere n'icyizere ku nzego z'imiyoborere	Serivisi z'ubuzima	Isuku n'isukura	Umudendezo w'abaturage n'ibibazo by'ihohoterwa	Imibere-ho myiza	Ubuhinzi n'ubworozi	Ubutaka	Ubutabera	Uburezi	Uruhare	Impuzan-dengo
Ngoma	85.3%	80.9%	93.2%	85.1%	84.7%	91.5%	79.6%	71.9%	77.6%	82.3%	76.8%	51.2%	80.0%
Kirehe	78.4%	75.8%	93.0%	86.8%	81.8%	88.4%	70.9%	69.0%	74.5%	78.7%	70.5%	57.0%	77.1%
Nyanza	94.0%	80.0%	94.0%	75.9%	73.8%	86.2%	69.8%	73.0%	73.1%	75.1%	63.1%	59.9%	76.5%
Kamonyi	83.8%	78.8%	95.5%	80.9%	69.1%	90.3%	77.1%	63.8%	72.1%	83.3%	70.4%	53.2%	76.5%
Burera	86.4%	81.9%	97.4%	82.8%	61.3%	84.6%	73.6%	55.1%	61.8%	77.3%	70.0%	72.6%	75.4%
Gatsibo	79.8%	72.8%	92.6%	82.1%	78.7%	78.9%	74.6%	60.0%	67.3%	81.6%	66.6%	56.8%	74.3%
Gakenke	86.1%	75.2%	91.6%	85.1%	68.1%	79.3%	73.3%	70.2%	70.0%	84.9%	67.3%	39.6%	74.2%
Muhanga	80.7%	78.8%	84.2%	77.7%	66.3%	88.6%	77.2%	57.9%	70.2%	82.0%	60.5%	53.6%	73.1%
Gisagara	94.3%	76.1%	93.6%	78.9%	63.3%	88.1%	59.4%	66.1%	72.9%	78.7%	58.2%	44.9%	72.9%
Nyabihu	84.8%	77.9%	93.8%	87.4%	54.6%	90.6%	64.4%	61.9%	68.0%	83.3%	56.9%	49.4%	72.7%
Rulindo	91.3%	77.4%	90.2%	83.2%	63.3%	90.0%	67.9%	55.6%	64.9%	80.4%	63.9%	43.7%	72.6%
Ruhango	85.0%	76.3%	96.0%	82.3%	64.6%	87.9%	63.0%	54.8%	73.3%	83.6%	53.7%	46.0%	72.2%
Rutsiro	78.5%	73.2%	79.0%	75.8%	64.6%	89.0%	68.8%	62.0%	71.5%	77.7%	58.6%	66.1%	72.1%
Huye	89.0%	77.4%	95.5%	78.5%	64.4%	84.5%	59.3%	65.5%	63.4%	79.7%	54.1%	50.5%	71.8%
Gicumbi	82.3%	75.4%	86.9%	77.7%	57.5%	78.8%	62.4%	52.1%	71.0%	78.1%	62.9%	71.7%	71.4%
Nyagatare	83.7%	72.9%	88.0%	78.1%	70.2%	86.4%	62.5%	51.2%	62.6%	72.6%	71.2%	57.4%	71.4%
Rubavu	95.9%	75.2%	91.5%	74.1%	67.8%	89.4%	57.1%	36.0%	68.3%	73.0%	78.8%	46.2%	71.1%
Nyamasheke	88.4%	78.2%	87.2%	74.3%	65.6%	91.2%	60.4%	61.8%	59.3%	77.8%	59.6%	48.4%	71.0%
Ngororero	90.0%	74.2%	89.4%	86.1%	59.2%	87.4%	68.1%	50.9%	69.4%	79.2%	47.9%	45.6%	70.6%
Rwamagana	92.5%	73.0%	88.3%	68.6%	61.2%	87.5%	64.2%	54.8%	55.2%	68.9%	67.9%	61.1%	70.3%
Kicukiro	85.0%	77.4%	94.2%	69.7%	76.8%	94.0%	36.5%	60.3%	54.4%	70.3%	77.2%	39.9%	69.6%
Musanze	86.3%	73.5%	92.4%	75.4%	55.0%	78.7%	60.0%	56.0%	64.0%	77.5%	69.2%	41.3%	69.1%
Rusizi	88.7%	75.6%	86.1%	70.7%	64.7%	92.4%	49.7%	54.6%	50.1%	73.9%	67.3%	39.7%	67.8%
Nyaruguru	85.2%	64.3%	85.5%	83.1%	55.2%	82.1%	58.4%	51.1%	65.8%	68.7%	67.6%	45.3%	67.7%
Gasabo	83.4%	72.8%	93.1%	71.7%	70.1%	91.9%	41.2%	42.6%	51.0%	77.4%	70.6%	44.6%	67.5%
Karongi	93.1%	66.0%	74.5%	73.1%	55.1%	85.4%	63.6%	55.0%	69.0%	68.7%	52.7%	52.9%	67.4%
Nyarugenge	84.4%	74.0%	91.6%	67.3%	63.4%	88.7%	38.9%	51.0%	53.6%	73.6%	64.3%	49.7%	66.7%
Nyamagabe	88.5%	64.4%	82.5%	82.2%	58.8%	87.6%	54.4%	36.7%	74.3%	71.1%	51.3%	40.9%	66.1%
Bugesera	84.6%	66.4%	83.3%	63.2%	53.4%	92.0%	53.2%	42.6%	47.5%	68.6%	54.6%	44.6%	62.8%
Kayonza	85.2%	63.2%	82.0%	60.6%	48.5%	80.1%	46.6%	38.6%	41.3%	69.9%	50.7%	49.0%	59.6%
Impuzandengo	86.5%	74.3%	89.4%	77.4%	64.8%	86.9%	62.2%	56.4%	64.7%	76.7%	63.4%	51.0%	71.1%

UMWANZURO

Ubushakashatsi ku "Ishusho y'Uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego z'ibanze" (CRC) ni isuzuma ngarukamwaka Ikigo cy'Igihugu Gishinzwe Imiyoborere (RGB) gikorera mu gihugu hose mu rwego rwo guteza imbere amahame y'imiyoborere ibereye abaturage na serivisi nziza bahabwa n'inzego z'ibanze ndetse no kuzamura uruhare bagira mu bibakorerwa.

Muri rusange habayeho impinduka igaragara kuko ibyavuye mu bushakashatsi uyu mwaka biri ku mpuzandengo ya 71.1% ugereranyije n'umwaka ushize aho yari 59.8%. Ku bipimo CRC ikoraho ubushakashatsi, uyu mwaka hiyongereyeho ibipimo bine harimo : isuku n'isukura, umudendezo w'abaturage n'ibibazo by'ihohoterwa, iyubahirizwa ry'amahame y'imiyoborere n'icyizere abaturage bafitiye inzego z'ubuyobozi, uruhare rw'abaturage mu bibakorerwa n'umutekano. Ibikorwaremezo ntibyakozweho kuko bibazwaho rimwe mu myaka ibiri.

Hashingiwe ku isesengura rusange ry'ibyagaragajwe n'ubushakashatsi, hakenewe gushyira mu bikorwa ibisabwa bikurikira :

1. Inzego z'ibanze zikwiye gufata ingamba zifatika mu kunoza ibyagaragajwe n'abaturage nk'ibibangamiye imitangire ya serivisi inoze ndetse njyanama ikabifataho umwanzuro ngiro;
2. Hari serivisi abaturage batishimiye bidaturutse ku nzego z'ibanze ariko biturutse ku mikorere itanoze y'inzego za Leta bityo Minisiteri n'ibigo bya Leta bakwiye kunoza serivisi batanga mu nzego z'ibanze, bakunganira uturere ndetse bagakurikirana uburyo bishyirwa mu bikorwa;
3. Minisiteri y'ubuzima ikwiye kongera imbaraga mu gukemura ikibazo cy'ubwiyongere bwa Malariya cyagaragajwe n'abaturage ndetse ikongera ubukangurambaga mu gukangurira abaturage ibikorwa by'isuku;
4. Minisiteri n'ibigo birebana n'ubuhinzi n'ubworozi (MINAGRI, MINALOC, MINICOM, NAEB, RAB) bikwiye gushyiraho ingamba zihamye zirebana no gushakira abaturage isoko ry'umusaruro w'amata n'imyaka, ubuhunikiro ndetse n'ibigo bicuruza ibirebana n'ubuhinzi n'ubworozi (Business Centers);
5. Inzego z'ubuhinzi n'ubworozi zikwiye gushyiraho uburyo bunoze bwo kugeza ku baturage amafumbire n'inyongeramusaruro ku gihe;

6. Minisiteri y'ubutegetsi bw'Igihugu n'ibigo bishinzwe imibereho myiza y'abaturage (LODA, FARG) bikwiye kwihutisha kunoza ibyiciro by'ubudehe, guha abaturage uruhare mu kugena abagenerwabikorwa ndetse no gukurikiranira hafi gahunda zo kwita ku mibereho myiza;
7. Hakwiye kwigwa uburyo imiryango itari iya Leta n'ishamikiye ku idini yagira uruhare mu inozwa rya gahunda zo kwita ku mibereho myiza y'abaturage;
8. Hakwiye gushyirwaho uburyo bwo kuzamura uruhare rw'abaturage cyane cyane mu itegurwa ry'ibikorwa, mu mihigo, ndetse no mu gufata ibyemezo; abajyanama bakunganira inzego z'ibanze mu kugezaho abaturage gahunda za leta no kubagaragariza ibibakorerwa.

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Rwanda Governance Board

Isuzuma ry'uko abaturage babona imiyoborere n'imitangire ya serivisi mu nzego z'ibanze (Citizen Report Card/CRC) rikorwa buri mwaka n'Ikigo cy'Igihugu Gishinzwe Imiyoborere (RGB), rikaba rigaragaza ibyo abaturage bashima n'ibyo banenga mu mitangire ya serivisi mu nzego zibegereye ndetse n'ibisabwa ngo zirusheho kunozwa.

Ubu bushakashatsi bukaba bwarakozwe kuri serivisi zinyuranye zirimo : Uburezi, ubuhinzi n'ubworozi, serivisi zitangwa n'inzego z'ibanze, ubuzima, isuku n'isukura, imibereho myiza y'abaturage, ubutabera, ubutaka, umutekano, umudendezo w'abaturage n'ibibazo by'ihohoterwa, iyubahirizwa ry'amahame y'imiyoborere n'icyizere abaturage bafitiye inzego z'ubuyobozi ndetse n'uruhare rwabo mu bibakorerwa.

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